

## **Quality and Performance Management Policy**

AWICS aims to ensure that we always achieve the highest quality and performance in the services that we provide. We also seek continuous improvement.

To achieve this, we:

- Agree a clear brief with the client and ensure that this is delivered.
- Make the client aware of our terms of engagement
- Comply with the professional standards of the:
  - Chartered Institute of Public Finance & Accountancy
  - Chartered Institute of Housing
  - Institute of Leadership & Management
- In complying with the requirements of the Chartered Institute of Public Finance & Accountancy, in particular we:
  - Comply with laws, regulations and standards that are relevant to the service provided, including the Bye-Laws, regulations and ethical guidance of the Institute.
  - Agree to act for a client only if, in so doing, we do not contravene the professional, regulatory or ethical requirements of the Institute.
  - Ensure that we and any subcontractors are competent to carry out the work.
  - Ensure that work is conducted within an environment where quality is monitored.
- Seek feedback from clients and use the information gained to improve services
- Respond promptly and appropriately to complaints
- Continuously review our services to identify opportunities for improvement

Quality and Performance Management are the responsibility of the Managing Director.

**Adrian Waite**