

# LM029 Quality Assurance Policy

---

## QUALITY ASSURANCE POLICY STATEMENT

The corporate goal of LMG is to be organised in such a way that the technical, administrative and human factors affecting the quality of its services, will be under control and relevant to the expectations and needs of its customers.

The policies, objectives and responsibilities for quality are defined and documented in the Quality Manual and LMG will ensure that they are understood, implemented, reviewed for suitability and maintained at all levels by senior management.

LMG is committed to the continual improvement of the QA system and to complying with all applicable requirements, including customer focused, legislative, statutory and those of ISO (9001:2015) and NSI (Quality schedule SSQS 101 v8, NCP104, NCP109, PD6662 and EN50131).

The primary aims of LMG are:

- To be recognised as the leading UK provider of Managed Infrastructure Services, Infrastructure Connectivity Solutions and Intelligent Building Solutions;
- To grow the business in a controlled and sustainable way;
- To add value to our services through continuous innovation;
- To clearly communicate with our customers.

The strategic objectives of LMG are:

- To improve the profitability of the business by maximising revenue and profit through innovation and customer service (for finance details and the profitability of the business please refer to the Finance Director Kathryn Rowe);
- To promote a culture of 'customer first' and continual service improvement philosophy;
- To ensure staff are appropriately trained, inspired and empowered to deliver the companies service solutions;
- To maintain and continue to develop operational excellence.

LMGs aims and objectives will be measured by the following KPI's:

- Starters, Leavers, Inductions - Target of staff turnover to be lower than the national average;
- PMIR – Target of a 10% reduction to the previous year;
- Accidents and incidents – Target of zero accident and incidents;
- Supplier failures – Target of a 10% reduction to the previous year;
- ISMS Breaches – Target of zero breaches;
- SmartSpace Maintenance and Emergency Callout – Target of a 10% reduction to the previous year;

The services provided include:

- The design and delivery of telecommunications infrastructure & fully integrated intelligent buildings, and the provision of technical support.

# LM029 Quality Assurance Policy

---

LMG recognises that the quality of the services it provides will be directly affected by the individuals who represent it and the way they use their skills, knowledge and materials.

Each person employed by LMG, whether as an employee or as an Approved Installation Partner, is individually responsible for and expected to give a commitment to the production of work of the highest quality within their ability.

At minimum annually, a management review meeting is held with top management to review the QA system as a whole, including but not limited to identifying opportunities for improvements, the progress and ongoing framework of objectives and the Quality Policy.

The Quality Policy is available to all interested parties via our website and upon request.

**Kathryn Rowe**  
**Director**

Dated and last reviewed: 21/03/2018