

Quality Policy



Our Quality Vision:

We as a board are fully committed to PBA providing a quality service to our clients

We believe that:

- Providing a high-quality service will grow our business
- Whilst management have ultimate accountability, we all have responsibility for the quality of service our clients receive

We have chosen the following principles as the foundation for running our business:

- We aim to develop our reputation to the point where we are the preferred provider of services in our specialist fields
- We choose to be an ethical company maintaining a high level of professional integrity
- We want to be seen to add value to our clients' businesses
- We want the quality of our services to be recognised and appreciated by our clients
- We want to be the employer of choice in our field
- We aim to return a profit to our shareholders and staff as a reward for working towards goals, including the certification of PBA's system
- We aim to continually improve the quality management system through regular review of policies and procedures
- We aim to encourage and develop expertise in our clients' businesses
- We aim to facilitate an environment where expertise is retained and not lost
- We actively support the import of expertise to enhance PBA's position
- We aim to annually review and update PBA's quality objectives and targets
- PBA's compliance will always be focused on our clients' compliance.

Signed by

Rob Silcock

Chief Executive Officer

Ken Sutherland

Chair of the Board