

## QUALITY ASSURANCE PROCEDURES

Quality of service provided to our clients is vital to underpin achievement of our aims and objectives. Our brand values define how we see this and are critical in providing quality assurance for clients which we consider involves:

- Reliability and thoroughness; keeping to timetables and deadlines and ensuring all areas of work are properly covered given budgets and timetables;
- A competent and objective evidenced based approach; making sure that conclusions and recommendations are based on sound evidence around which a rational judgment can be made;
- Task orientated; focusing on delivering the work to achieve the study objectives;
- Interactive; communicating and working well with clients through regular dialogue;
- Flexible; responding to changing circumstances during a work programme.

Our product is knowledge based and therefore traditional 'quality control', as would be employed in a manufacturing process, is not appropriate. Quality is assured via a series of checks involving:

- Our proposals set out what work will be undertaken;
- Our work will always have a written proposal and final report to the client as a record of what is proposed and what is finally produced;
- Resource planning to ensure that client requirements and our proposals to deliver these, can be met;
- Agreement in writing of any changes to the work and/or timetable with the client;
- Draft and final client reports are peer reviewed by another team member;
- Our management systems in place are intended to ensure records of work undertaken are in place and can be evidenced;
- A rigorous system of monitoring the development of methodologies to meet client requirements and project questions;
- Avoiding conflicts of interest on all occasions

Three Dragons utilises the skills of senior researchers and consultants in assignments undertaken. The input of junior resources is kept under review by senior personnel.

We work continually to improve our quality assurance systems as the quality of our work is fundamental to the success of Three Dragons.

We will monitor the operation of the policy and review the progress we have made each year, to make sure the policy is achieving its aims.

**Policy sign-off by Directors: KD / LC (August 2024)**