WHOLE LIFE CONSULTANTS LTD

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Continuously improving whole life value in the construction industry

Quality Policy

The company and its staff comply with relevant ISO standards when carrying out their roles. The Directors are responsible for ensuring that these are enforced and kept up to date.

Whole Life Consultants Limited (the 'Organisation') is dedicated to providing a consultancy service of the highest quality to our clients on time and within budget. The directors are ultimately responsible for ensuring the quality of the outputs and service and achieve this by playing an active role in every project we execute.

To deliver projects of the highest quality which surpass our client's expectations the directors rely on the employees, key suppliers and sub-contractors and other staff associated with the company. To this end the company only employ staff, key suppliers and sub-contractors who have appropriate competence, skills, experience and qualifications. Comprehensive checking procedures are in place and every final report is signed-off by a director of the company.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2015 certification, including aspects specific to the provision of strategic consultancy services within the construction industry.

The management is committed to:

- Developing and improving the Quality Management System
- Continually improving the effectiveness of the Quality Management System through measurable objectives (where applicable), responsible ownership, monitoring, review and corrective actions
- The enhancement of customer satisfaction.

The management has a continuing commitment to:

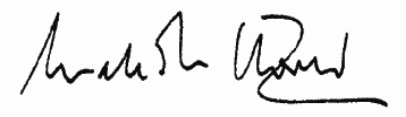
- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and set Quality Objectives at relevant functions, levels and processes
- Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of suitable resources
- Champion and empower research and development.

The structure of the Quality Management System is defined in our Quality Manual.

All personnel understand the requirements of this Quality Policy and abide by the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.



Professor Malcolm Horner, Chairman
February 2017

Whole Life Consultants Ltd is registered in Scotland No SC259987 VAT number 852809506
Registered office c/o 14 City Quay, Dundee DD1 3JA

(*Last reviewed date: July 2026*)

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