

Policy Document

Quality Policy & Objectives



Why do we have this policy?

Horwich Farrelly provides quality legal services throughout the UK and sometimes abroad. Horwich Farrelly has developed its expertise since its establishment and its aim is to achieve a high standard of legal advice and services to our clients.

It is the policy of Horwich Farrelly to provide our clients with advice and services to the agreed requirements in accordance with our contracts and service level agreements.

It is the policy of Horwich Farrelly to maintain a Quality Management System (QMS) to meet the requirements of ISO9001 in pursuit of its primary objectives, the purpose and the strategy of our Firm. The purpose of this Quality Policy is to provide a framework for setting, monitoring, reviewing and achieving our quality objectives.



Key Requirements

Quality Objectives

Objective	Measures	Targets
Achieve a high level of customer service satisfaction	<ul style="list-style-type: none"> - Customer complaints - Survey feedback 	<ul style="list-style-type: none"> - Less than 3% of files receive a complaint - Achieve an overall ENPS score of 50+ from surveys
Maintain a high level of service delivery	<ul style="list-style-type: none"> - Internal Audit dip audits - External Audits - Quality Assurance dip audits 	<ul style="list-style-type: none"> - Achieve an annual overall result of 75% green internal audits - Achieve an annual overall rating of 80% pass QA audits
Achieve a high level of Case Management System (CMS) data quality	<ul style="list-style-type: none"> - Data completeness reviews - Data accuracy reviews 	<ul style="list-style-type: none"> - Quarterly analysis of data completeness - Quarterly analysis of data accuracy
Maintain a high level of system reliability	<ul style="list-style-type: none"> - System down time during regular work hours 	<ul style="list-style-type: none"> - Systems downtime < 5% during working hours

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May 2021

Date Last Reviewed:

May 2021

Date Of Next Review:

May 2022

Owned By:

Risk & Assurance

Author:

Head of Continuous Improvement

Approved By:

Head of Risk & Assurance

Scope:

- ✓ Internal
- ✓ All Staff
- ✓ Grades 1 to 6

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All

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This document will be reviewed by the policy owner periodically for compliance with policies, standards and any other requirements

Printed copies may be out of date



Key Requirements

Resources

The Partners, management and employees are responsible for quality control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. Horwich Farrelly is committed to achieving customer satisfaction through our quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

The Board of Horwich Farrelly is committed to providing the appropriate resource required to ensure the Quality Management System is maintained, embedded and monitored.

Assurance & Monitoring

Horwich Farrelly strives to continually improve our quality and performance by regularly evaluating our services and identifying actions to ensure that our objectives are achieved and that problems are prevented.

To ensure the company maintains its awareness for continuous improvement, the quality management system is regularly reviewed by senior management and the Quality Assurance Committee to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

Horwich Farrelly will follow the best practice PDCA methodology when reviewing, identifying and implementing quality improvements.



Guidance and Assistance

If you require further assistance, please contact the Head of Risk & Assurance.

Related Documents

- Quality Assurance Committee ToR
- QMS