

Policy Document

Quality Policy & Objectives



Why do we have this policy?

HF provides quality legal services throughout the UK and sometimes abroad. HF 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 HF 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 HF to maintain a Quality Management System (QMS) to meet the requirements of ISO 9001 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- Review Solicitors	<ul style="list-style-type: none">- Less than 3% of files receive a complaint- TBC
Maintain a high level of service delivery	<ul style="list-style-type: none">- Internal Audit dip audits	<ul style="list-style-type: none">- Achieve an annual overall result of 75% green internal audits
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

Date Effective:
May 2021

Date Last Reviewed:
October 2023

Date Of Next Review:
October 2024

Owned By:
Risk & Assurance

Author:
R&C Consultant

Approved By:
Quality Assurance Committee

Scope:
✓ Internal
✓ All Staff
✓ All Grades

Location:
All

Document ID:
RC176

Version:
V4.0

Information Classification:
Public

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Printed copies may be out of date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. HF is committed to achieving customer satisfaction through our quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

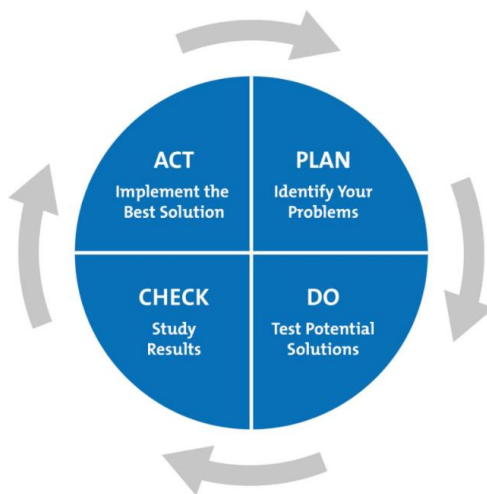
The Board of HF is committed to providing the appropriate resource required to ensure the Quality Management System is maintained, embedded and monitored.

Assurance & Monitoring

HF 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.

HF 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

- QA015 Quality Assurance Committee ToR
- QMS