Policy Document
Quality Policy & Objectives

Date Effective:
May 2021

Date Last Reviewed:
January 2026

Date Of Next Review:
January 2027

Owned By:
Risk & Assurance

Author:
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Approved By:
IMS Management Review Committee

Scope:
- ✓ **Internal**
- ✓ **All Staff**
- ✓ **All Grades**

Location:
All

Document ID:
RC176

Version:
V4.4

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Printed copies may be out of date

Why do we have this policy?

HF provides clients with advice and services in accordance with regulatory requirements, client contractual obligations and service level agreements.

Our Quality policy and Objectives are managed via an Integrated Management System (IMS), which is designed to ensure we meet the requirements of our contractual and service level agreements to ISO9001 approved standards.

This Policy provides the framework for Quality standards, objectives, and target setting.

Key Requirements

Quality Objectives

Objective	Measures	Targets
Achieve a high level of customer service satisfaction	- Customer complaints - Review Solicitors	- Less than 2% of files receive a complaint
Maintain a high level of system reliability	- System down time during regular work hours	- Systems downtime < 5% during working hours
Achieve a high level of supervisor audits	- Completion Rates of supervisor audits	- Supervisor case reviews at 95% of required audits
Improve audit quality outcomes	- Audit scores	- 90% of audits green

Key Requirements

Resources

Partners, Heads of Department, team managers, Internal Audit and Risk and Compliance are all responsible for driving quality practices. HF is committed to achieving customer satisfaction through our quality procedures which are operated to meet or exceed the requirements of ISO 9001.

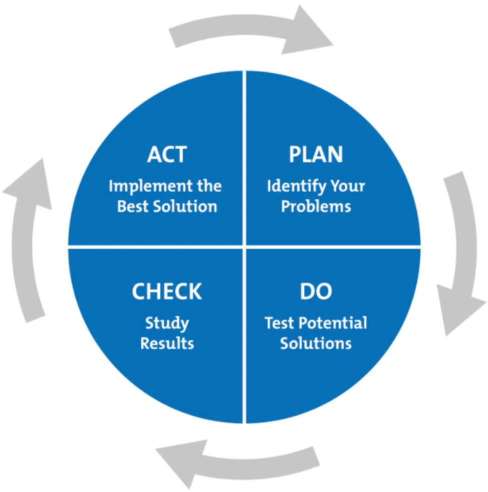
The HF Board is committed to providing the appropriate resource to ensure that quality, continuous improvement, and best practice is prioritised, and routinely reviewed.

Assurance & Monitoring

HF regularly evaluates its services and identifies actions required, to ensure objectives are achieved and that issues are prevented where possible.

To ensure continuous improvement, the IMS Management Review Committee reviews quality management on a regular basis to ensure that it remains appropriate and relevant.

HF follows the Plan Do Check Act (PDCA) methodology for reviewing, identifying, and implementing quality improvements.



Guidance and Assistance

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

Related Documents

- IMS013 Management Review Committee Terms of Reference