

Belake Community Interest Company **Quality Management Statement**

As a specialist organisation providing bespoke analytical services, Belake CIC is committed to providing the best quality service to its clients. This Quality Management Statement describes how we will go about delivering this promise.

General Analysis Projects

The majority of our work comes from specific analytical projects which have specific start and finish points or outcomes which are to be achieved. This section describes how we will deliver a quality service through these projects.

Before the project

Following an initial enquiry, whether via our website, email or by phone, you will be contacted within 48 hours to discuss your requirements.

During this contact we will agree a timescale for the development of a project proposal and corresponding estimate for the work. Because we undertake a variety of sizes of projects, we cannot determine a one-size fits all timescale for writing a project proposal. However, the timescale will be agreed with you and adhered to.

Clearly, if the client operates a tendering system, the previous paragraphs do not apply and we will complete the project proposal to the clients procurement requirements and timescales

However, all project proposals will detail:

- Inputs, including budget, how the project will be staffed and project materials & resources.
- Throughputs, including project milestones and the deadlines for those milestone, and project spend profile. Timescales for project updates.
- Project outputs and outcomes.

How we will measure this:

All project progress is tracked by our project progress monitoring system, which logs the progress of all projects from initial enquiry to final submission. All projects are given a unique reference number. All projects must have a written project proposal, which is stored on our ICT system for future reference.

During your project.

We will provide updates as agreed in the project proposal. We commit to meet the milestones agreed in the proposal, and when milestones are not meet we will discuss the reasons with you and give you the option of stopping the project at that time. If you choose to end the project at this point, you will only

have to pay (if payment is due for the project) for the portion of the project completed to that point.

How we will measure this:

All project progress is tracked by our project progress monitoring system, which logs the progress of all projects from initial enquiry to final submission.

At the End of your project

You will receive a written document detailing the outputs and outcomes of the project. This will be written in understandable plain English. Even though the project is completed, we will continue to support you to ensure you are able to understand the project implications.

We will not consider a project to be completed until you are satisfied that the project has been completed, and we will endeavour to support you to ensure the project meets your criteria.

How we will measure this:

All project progress is tracked by our project progress monitoring system, which logs the progress of all projects from initial enquiry to final submission. We will consult with project participants to assess satisfaction with each project through a project satisfaction feedback form, which will be sent to project participants after each project is completed.

Nerds on Call Requests

Nerd on call is our on demand statistical service. Those registered for nerds on call are able to access 4 hours of statistical advice and knowledge each month. This section outlines the standards you can expect from this service.

We will respond to all Nerds On Call requests within 5 working days. We aim to completely answer a query within these 5 working days. However, occasionally we may not be able to answer the query within the 5 days, if it is a complex query or relies on some other resource over which we have no control, for example. If so we, will inform you before the expiry of the 5 working day period.

On completion of a Nerds On Call request we will inform you of how many Nerds On Call Hours you have remaining, so you can judge how many queries you can ask.

How we will measure this

We will periodically survey Nerds On Call users to gauge their satisfaction with the Nerds On Call service.

Other Projects

From time to time we will undertake project which do not fall within the criteria of the projects above. For these we will agree quality management arrangements to suit the particular project requirement