

## **Quality Management System Policy and Statement**

**Quality Management System Policy and Statement of Lovran Security,  
Intelligence and Risk Ltd (t/a Lovran Consulting)**

**Last reviewed on 19<sup>th</sup> June 2023, by Managing Director, David Lindsay  
Greenock**

This policy statement and/or the procedures for its implementation may be altered at any time by the Lovran Consulting Managing Director, David Lindsay Greenock, and will be routinely reviewed annually, in order that currency is maintained.

## Part One – Policy Statement

1. **Policy Statement.** At Lovran Security, Intelligence and Risk Ltd (t/a Lovran Consulting), our commitment to quality is deeply embedded in every aspect of our operations. We firmly believe that by maintaining the highest standards of quality, we can deliver exceptional security consultancy services to our clients. Our formalised Quality Management System serves as the backbone of our organisation, ensuring consistency, continuous improvement, and customer satisfaction. This comprehensive Quality Management System Statement outlines our comprehensive approach to quality management and the detailed measures we undertake to achieve excellence within our organisation.

- We are fully committed to delivering superior security consultancy services that exceed customer expectations.
- We prioritise compliance with all applicable statutory, regulatory, and contractual requirements related to our industry to ensure the highest levels of quality and professionalism.
- Our objective is to establish and maintain a robust Quality Management System that aligns with internationally recognised standards, such as ISO 9001, and to continuously improve our performance using a systematic approach.
- It is our ambition to attain full ISO 9001 accreditation within 3 years.

### 2. Customer Focus.

- We recognise the importance of our customers and strive to exceed their expectations. We invest significant effort in understanding their unique security needs, concerns, and individual requirements.
- Effective communication channels are established to foster collaborative relationships with our clients. We actively seek their feedback, assess their satisfaction levels, and proactively address any concerns or issues that arise in a timely fashion.
- We will conduct regular customer surveys, reviews, and meetings in order to gauge customer satisfaction, identify areas for improvement, and ensure that our services consistently meet and exceed their expectations.

### 3. Roles, Responsibilities and Leadership.

- Lovran Consulting's top management team will set the tone for quality throughout the organisation. They will provide strong leadership, establish clear quality objectives, and communicate the importance of quality excellence to all employees.
- Senior management is responsible for defining and implementing the Quality Management System, allocating the necessary resources, and fostering a culture of quality, continuous improvement, and accountability for actions.



- Lovran Consulting actively promote employee involvement, training, and development to ensure a shared sense of responsibility for quality at all levels of the organisation.

#### 4. **Process Approach.**

- Lovran Consulting embrace a process oriented approach to managing our operations, recognising that well-defined and controlled processes are key to achieving consistent and high-quality outcomes.
- Critical processes that may impact the quality of our services are identified, documented, and regularly reviewed. We will establish clear process objectives, monitor performance indicators, and implement robust controls to ensure compliance with quality standards.
- Regular process audits and reviews are conducted to identify opportunities for improvement, streamline workflows, and optimise resource utilisation while maintaining the highest levels of quality.

#### 5. **Employee Engagement.**

- We understand that our employees are the backbone of our organisation and critical contributors to success. Lovran Consulting foster an environment where employees are engaged, empowered, and encouraged to take ownership of quality.
- Training programs, workshops, and continuous learning initiatives are implemented to enhance employee skills, knowledge, and awareness of quality standards, best practices, and emerging industry trends.
- As well as internal audits, we actively seek employee feedback, ideas, and suggestions for improving quality. Employees are encouraged to report non-conformances, identify process inefficiencies, and contribute to problem-solving and improvement initiatives.

#### 6. **Continual Improvement.**

- Our commitment to quality extends to a culture of continuous improvement. We constantly evaluate and refine our processes, services, and systems to enhance customer satisfaction and organisational performance.
- Lovran Consulting has a robust system for monitoring key performance indicators (KPIs) and metrics are in place to track progress, identify trends, and measure the effectiveness of our quality management efforts.
- We encourage a proactive approach to identifying and implementing best practices, innovation, and technologies that enhance the quality, efficiency, and effectiveness of our security consultancy services.



## 7. **Risk Based Approach.**

- Lovran Consulting employ a proactive and risk-based approach to managing quality, recognising that identifying and mitigating risks are essential to ensure the integrity of our services and end user satisfaction.
- Risk assessments are conducted regularly to identify potential threats and vulnerabilities that may impact service quality. We develop appropriate risk mitigation strategies and contingency plans to minimise the likelihood and impact of adverse events.
- Lovran promote a culture of risk awareness, encouraging employees to actively participate in risk identification, assessment, and mitigation processes. Employees are empowered to report potential risks, hazards, or non-conformities through established channels.

## 8. **Supplier and Partner Relationships.**

- Lovran Consulting recognise the critical role of our suppliers and partners in maintaining the quality of our services. We carefully select our suppliers based on their ability to meet our stringent quality requirements.
- Supplier evaluation and performance monitoring mechanisms are established to ensure that suppliers consistently meet our high quality standards. We maintain open and transparent communication channels with suppliers to address any quality related concerns promptly.
- We collaborate closely with strategic partners and engage in constant dialogue to share knowledge, exchange best practices, and explore opportunities for innovation and continuous improvement.

## 9. **Compliance and Certification.**

- We will comply with all relevant legal, regulatory, and contractual requirements related to quality management in the security consultancy industry.
- A robust system for monitoring changes in regulations and standards is in place to ensure ongoing compliance. We promptly update our policies, procedures, and processes to reflect any changes in statutory requirements.
- Seeking future certification and accreditation from internationally recognised bodies demonstrates our commitment to quality excellence and provides an external validation of our adherence to global quality standards.

## 10. **Documentation and Record Keeping.**

- We maintain comprehensive documentation to support the effective operation of our Quality Management System. This includes documented processes, procedures, work instructions, and quality records.



- Our documentation is regularly reviewed, updated, and disseminated to ensure its accuracy, relevance, and compliance with industry best practices and regulatory requirements.
- We emphasise the importance of accurate and detailed recordkeeping to provide evidence of conformity, traceability, and continuous improvement efforts.

11. This comprehensive Quality Management System Statement is communicated to all employees, stakeholders, and relevant parties. Lovran Consulting are wholly dedicated to the successful implementation, maintenance, and continuous improvement of our Quality Management System, ensuring that quality remains a fundamental pillar of our organisation.



## Part Two – Quality Management System Process

### 1. Identify Key Processes.

- Identification of the core processes that directly impact the quality of our security consultancy services, such as risk assessment, security planning, personnel training, incident response, and client relationship management.
- Create process maps that outline the sequence of activities, responsible parties, and interdependencies within each process.

### 2. Establish Quality Metrics and Performance Indicators.

- Selection of appropriate quality metrics and performance indicators to measure the effectiveness of our QMS and ensure alignment with our KPI's and objectives.
- Examples of metrics include client satisfaction ratings, response and report issue time, training completion rates, and adherence to regulatory requirements.

### 3. Develop Procedures and Work Instructions.

- Creation of comprehensive procedures that outline the step by step activities for each core process, incorporating industry best practices and legal requirements.
- Develop work instructions to provide detailed guidance to employees on executing specific tasks within each process, ensuring consistency and quality assurance.

### 4. Implement Document Control.

- Establish document control systems to manage the creation, review, approval, distribution, and revision of all quality-related documents, such as policies, procedures, and work instructions.
- Lovran Consulting will ensure that the latest versions of documents are easily accessible to relevant personnel, while obsolete documents are securely archived and removed from circulation.

### 5. Conduct Risk Assessments and Mitigation.

- Lovran Consulting will perform regular risk assessments to identify potential threats and vulnerabilities in our security operations, considering factors such as physical security, cybersecurity, and personnel safety.
- We will develop mitigation strategies and action plans to address identified risks, including preventive measures, incident response protocols, and security awareness training.



## 6. **Implement Training and Competency Programs.**

- Lovran Consulting will continue to design and implement training programs to enhance the competencies of our personnel, covering areas such as security protocols, emergency response, customer service, and compliance.
- We maintain training records and continuously evaluate employee competency levels to ensure a highly skilled workforce capable of delivering quality security services.

## 7. **Non-Conformance and Corrective Action Process.**

- Utilise a system for reporting and documenting non-conformances, incidents, breaches, or deviations from established procedures.
- Implement a corrective action process to thoroughly investigate non-conformances, identify root causes, develop achievable corrective actions, and monitor their effectiveness.

## 8. **Monitor, Measure, and Audit.**

- Regularly monitor and measure security processes, performance, and services against predefined metrics and performance indicators.
- Conduct internal audits to evaluate the effectiveness of the QMS, identify areas for improvement, and ensure compliance with regulatory requirements.

## 9. **Continual Improvement and Innovation.**

- Foster a culture of continual improvement by encouraging employees to provide feedback, share innovative ideas, and actively participate in quality enhancement initiatives.
- Conduct regular management reviews to assess the overall performance of the QMS, identify opportunities for improvement, and allocate necessary resources.

## 10. **Certification and External Audits.**

- Pursue certification to recognised quality management standards, such as ISO 9001, to demonstrate our commitment to quality and gain a competitive edge in the industry.
- Prepare for external audits by engaging with accredited certification bodies, conducting internal audits, and ensuring compliance with relevant standards and regulations.

## 11. **Management of Change.**

- Develop a robust process for managing changes to our QMS, such as revisions to procedures, introduction of new technologies, or adjustments to regulatory requirements.
- Assess the potential impact of changes, communicate them effectively to relevant stakeholders, and ensure proper implementation and documentation.



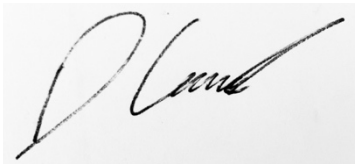
## Part Three – Top Management Commitment

1. Lovran Consulting top management are fully committed to the implementation and adherence to this policy, with client satisfaction in the quality of our output being our number one priority.

Lovran Consulting respectfully request that our staff, volunteers or contractors operating on behalf of the organisation respect this Policy. A hard copy of this document will be made available upon demand, also stored on the Lovran Consulting Sync Share Drive.

Approved by Managing Director, David Lindsay Greenock.

Signed:



Date: 19<sup>th</sup> June 2023

**This is a public facing document and can be disseminated to Lovran Consulting customers. Should any further sharing be required out with the customer base, then permission should be sought from the originator.**

