

Quality policy

Customer satisfaction and quality assurance

RoadPro Consulting provides specialist traffic and road safety consulting to public and private sector clients. The organisation's vision and organisational strategy is to provide high-quality services that deliver best-practice technical expertise in a cost-effective and efficient method.

To achieve these aims, with the ultimate outcome of achieving customer satisfaction, RoadPro Consulting has established and implemented a quality management system (QMS) based on the requirements of ISO 9001:2015.

Our QMS, consisting of quality objectives based on the above vision and strategy, Quality Policy, Quality Management Manual, documented procedures, and additional documentation, applies to all aspects of our business. Adherence to the QMS is mandatory, and all members of the RoadPro Consulting team have a responsibility and obligation to ensure it is implemented and maintained. In addition to compliance with the requirements of ISO 9001:2015, the RoadPro Consulting team commits to complying with applicable statutory and regulatory requirements, customer requirements, and requirements that it places upon itself in order to maintain quality and achieve customer satisfaction.

RoadPro Consulting's team will continuously seek to identify process and service efficiencies and improvements, in order to facilitate ongoing customer confidence and satisfaction, as well as achieve continual improvement. The QMS is also subject to regular audits to ensure correct operation and effectiveness and to identify improvements. In addition, the system's ongoing suitability and effectiveness is reviewed at QMS management reviews, during which achievement of objectives is reviewed, and ongoing objectives are established.

Regular communication of this policy with employees and subcontractors will be undertaken to ensure awareness and understanding of quality and its impact on customer satisfaction. This policy shall also be reviewed for continuing suitability at every QMS management review.

A handwritten signature in black ink, appearing to read 'D. Shirley', is written over a light grey rectangular background.

Darren Shirley
Director – RoadPro Consulting