

Ribble Consultants – Quality Assurance Statement

As a small consultancy we strive to improve the quality of our work. We do not have a complicated quality assurance system (since this would not be appropriate) but we operate on the following basis:

- We have our own project planning and time management software which enables us to keep projects on time and deploy resources appropriately.
- We believe in regular updates with the client during the project. We do not believe in meetings for the sake of it and would seek to schedule all meetings at the beginning of a project with clear objectives in order to make best use of people's time.
- We seek client feedback at the end of each project or stage. We normally do this informally by a structured interview. We would seek to have clear feedback from the client on the results of individual stages of a project before proceeding further.
- We follow the Code of Professional Conduct for Consultancy developed by the Institution of Economic Development.
- We seek to operate in plain English. We do not subscribe to any specific standard but seek feedback from clients and go the extra mile in editing final documents to make them clear to a wider public.

We believe that most problems can be resolved amicably through discussion. In the case that this is not possible then we would use one of the professional associations (such as IED) as an arbitrator. We do not normally seek final payment until the client is satisfied. However, we expect to be paid on time when this is the case.