P34B Ltd

Business Policies Document

Quality Management System Policy

Section B

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July 2025

P34B Limited - Registered office: 8 Market Place, Adlington, Chorley, Lancashire, England PR7 4EZ
Registered in England and Wales No: 8718019. FSB Membership number 51785622. VAT number: 340668009.

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Section B: Quality Management System

B1.0 Quality Policy

At P34B Ltd, we are committed to delivering high-quality professional support for individuals and businesses alike , with the conclusive goal of meeting and exceeding our customers' needs and expectations.

Our Quality Management System (QMS) is designed to provide structure to our operations, ensuring continuous improvement, compliance with relevant industry standards, and the satisfaction of our clients, customers, and learners.

We adhere to this by:

- Implementing and maintaining an effective and purposeful quality management system.
- Continuously improving our processes and practices through regular monitoring and evaluation.
- Ensuring compliance with all relevant legal and regulatory requirements.
- Embedding a culture of awareness towards quality for both current and future employees.

Our Directors provide the necessary leadership and resources to support these commitments, ensuring that quality remains at the forefront of everything we do.

Services provided by P34B Ltd.

P34B provide 'On Demand Project Lifecyle Support & Services' to assist people and businesses in leading an existing project or business priority. In partnership we will **'Deliver a Social Value Project'.** Those consumed by daily operations are assisted with **'Strategic Planning'** to create clarity and prioritise resource. Our ability to configure **'Operating Models'** formalises team arrangements to improve flow. Our '**Capability Development'** and **'Digital Transformation & Governance'** channels enable improvement projects. On active projects our **'Project Sponsorship & Client Integration' support,** with independent **'Project Health Assessments'** professional arrests project risk. To ensure sustainable capability we provide **'Professional Mentoring & Leadership Support'** alongside **'Talent Discovery & Skills Development'** to unlock new talent pipelines.

Further detail below: -

1. **On Demand Project Lifecyle Support & Services:** P34B offers support to businesses with existing portfolios and projects to deliver. In addition to advisory support we maintain a diverse and skilled talent pool and partner network with capability and capacity to respond to variable project demands. The community benefits from P34B's culture, support models, methods, and mentoring, ensuring an integrated, coordinated and professional response.
2. **Social Value Project Delivery:** P34B assists local authorities and communities in the delivery of social value projects by establishing effective project delivery arrangements. Our professionalism ensures the passion and care which fuels social value projects continues to thrive at the core. These projects present the perfect vehicle for emerging talent to engage through our support models, in a low risk, high

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benefit environment creating skills and capability through social value delivery, resulting in legacy.

3. **Strategic Planning:** P34B supports business and project leaders consumed in operational priorities to define and establish strategic plans. Our approach is informed by and shares industry experience, cross sector insights and executive standard consulting frameworks. These plans, developed through consultation, diagnostic and analysis, reconcile past experience, present state, and future objectives to establish tactical, enterprise aligned improvement plans. P34B will support as required with execution.
4. **Operating Models:** P34B collaborates with businesses of all sizes and project leaders with diverse portfolios to review and establish operating models that are considered, formalised, optimised. This process often identifies and drives our duplication, clarifies process, accountabilities and expectations, whilst increasing team and information flow. This results in an increase in efficiency and a reduction in risk, duplication and waste. Our models embrace ISO practice to enhance compliance.
5. **Capability Development:** P34B partners with businesses retaining existing professional and accidental project managers to strengthen, mature and professionalise existing practices and competency. This approach supports teams, demonstrates investment in people, and reduces business risks. P34B have track record with organisations ranging from 5 to 2000, enabling businesses to 'grow their own', and optimise make vs buy arrangements, resulting in an increase in efficiency and workforce stability.
6. **Digital Transformation & Governance:** P34B integrates with businesses to advance their digital and governance arrangements. Businesses with complex legacy systems, or new capital investment programmes benefit from an independent approach establishing a roadmap for systems configuration and data quality improvement. P34B will undertake analytics and visualisation projects as required, using home grown capability, to reduce reporting pressure and increase data driven report quality.
7. **Project Sponsorship & Client Integration:** P34B maintains extensive experience in the clienting of projects, programmes and portfolios, across a range of sectors. This experience both supports clients new to role, and existing teams by bolstering project sponsorship arrangements. In a project sponsorship capacity, strategic support, resource optimisation, risk and decision escalation are enabled. This approach supports the client whilst enabling the team to deliver required outcomes.
8. **Project Health Assessments:** P34B provide independent project health assessments for clients and project teams with inflight projects. These assessments evaluate project health from multiple angles, inclusive of stakeholder engagement, site visits, performance report reviews, risk analysis and forecast reviews. These independent and holistic reviews surface specific issues for both the client and project team to consider and act upon, thus proactively reducing the risk profile for all parties.
9. **Professional Mentoring & Leadership Support:** P34B believes in mentoring and coaching as a fundamental of modern-day business. Within P34B we particularly

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invest in those in early careers, and executive positions, by sharing experience and creating frameworks to enable advancement. This approach ensures both people and businesses, benefit from experience, whilst maintaining a proactive perspective. Our capabilities can be applied within team settings, to optimise group performance.

10. **Talent Discovery & Skills Development:** P34B's ongoing and continual engagement with schools, colleges, universities, the armed forces, care leavers and through outreach programmes is naturally surfacing a community of committed and otherwise hidden talent. P34B support individuals by including them in a community and offering funded support, through skills programmes to assist their advancement. Employers are encouraged to explore this community for strategic capability planning.

Quality Objectives

Generic Measures	Objective	KPI's	Target
1. Internal Assurance Monitoring	To ensure internal P34B practices are being followed.	% of green status flags within the system.	40% green with P34B project and assurance framework.
2. External customer feedback	To invite independent customer feedback on performance and outputs.	Customer survey, completed by customer, during lifecycle and at completion.	Score out of 10, as an average to be above 7 across the portfolio.
Specific Measures			
3. On Demand Project Lifecyle Support & Services	To measure the effectiveness of P34B deployed resource.	Cost of resource deployed, and fulfilling role, relative to conventional.	Cost saving of 30% with retained services.
4. Social Value Project Delivery	To measure the value benefit created, relative to investment.	£/s funding / benefit created (within community)	2x the funding.
5. Strategic Planning	To measure the adoption of strategic plan outcomes.	P34B strategic maturity measurement tool.	Increase in score by 20%.
6. Operating Models	To measure the adoption of operating plan arrangements.	P34B operating plan maturity measurement tool.	Increase in score by 20%
7. Capability Development	To measure the adoption of	P34B competency assessment.	Acting upon 30% of agreed

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	capability improvement initiatives.		**actions / outcomes.**
8. Digital Transformation & Governance	**To measure the maturity of the businesses digital and governance arrangements.**	**Digital governance and maturity arrangements competency assessment.**	**Acting upon 30% of agreed actions / outcomes.**
9. Project Sponsorship & Client Integration	**To measure the maturity of the client and sponsor operating arrangements.**	**P34B project sponsor and client integration maturity assessment.**	**Increase of 10% in competency from start to finish.**
10. Project Health Assessments	**To identify specific, actions and interventions, to improve project performance / reduce risk.**	**P34B project health assessment, finding, analysis and recommendations.**	**Acting upon 30% of agreed actions / outcomes.**
11. Professional Mentoring & Leadership Support	**To measure the advancement in professional practice and competency.**	**P34B professional mentoring and leadership assessment.**	**Increase of 10% in competency from start to finish.**
12. Talent Discovery & Skills Development	**To measure the competency, increase in an individual from start to finish.**	**P34B competency assessment.**	**Increase of 20% in competency from start to finish.**

MEASURABLE

- Needs to be measurable with KPIs

CONTEXT

- Should align with both the quality policy and the mission/plan for the company.
- Start initially with some simple objectives to get the ball rolling with early success.

PLANNING

- Evidence behind the planning for success with the objectives needs to be accessible. For example, what processes need to be followed, resources needed.
- An action plan for each of the objectives. Aggressive towards achieving the goals rather than being passive and expecting them to happen. Clear and simple KPIs that are realistic.

ISO AUDIT

- An auditor will review the objectives and assess the effectiveness of the company and the QMS.

FURTHER THOUGHTS

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- Example – Policy states that we want to meet customer requirements. Therefore, we should aim to use necessary systems and processes that are purposeful. The KPI for this objective could be surveys/an agreement post project to accept that requirements have been met.
- Should the objectives been kept within the policy or should they be in their own document so that it can be stored within the document matrix and stand out for when showing them to the auditor?

B2.0 Document Control Policy

Purpose and Scope

The purpose of this Document Control Policy is to ensure that all documents related to the Quality Management System (QMS) at P34B Ltd are properly managed, maintained, and updated. This policy applies to all employees, departments, and processes within our organisation.

Policy Statement

P34B Ltd is committed to maintaining accurate and up-to-date documentation to support our QMS. This includes ensuring that all documents are reviewed, approved, and distributed in a controlled manner to prevent unauthorised access, use, or modification.

Key Elements

1. **Document Creation and Approval**
    - All QMS documents must be created following standardised templates and formats using the brand pack in Canva, project templates and Power Apps.
    - Documents must be reviewed and approved by authorised personnel before distribution.
2. **Document Distribution and Access**
    - Documents will be distributed to relevant personnel and departments as needed.
    - Access to documents will be controlled to ensure that only authorised individuals can view or modify them.
3. **Document Revision and Update**
    - Documents must be regularly reviewed and updated to reflect current practices and standards.
    - All revisions must be documented, and previous versions must be archived for reference.
4. **Document Storage and Retention**
    - Documents will be stored in a secure and organised manner, both physically and electronically on SharePoint and Teams locations. Specific groups are set-up for individual projects.

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- Retention periods for documents will be defined based on legal, regulatory, and business requirements.

5. **Document Disposal**

    - Documents that are no longer needed will be disposed of securely to prevent unauthorised access to sensitive information.

Responsibilities

- **Directors:** Responsible for overseeing the document control process, including the creation, approval, distribution, and revision of document templates.
- **Employees**: Adhere to the document control procedures and report any issues or discrepancies to the Directors.

B3.0 Risk Management Policy

Purpose and Scope

The purpose of this Risk Management Policy is to identify, assess, and manage risks that could potentially impact the operations, projects, and objectives of P34B Ltd. This policy applies to all employees, departments, and processes within our organisation.

Policy Statement

P34B Ltd is committed to proactive risk management to ensure the continuity and success of our projects and operations. We aim to identify potential risks early, assess their impact, and implement effective mitigation strategies to minimise any adverse effects.

Key Elements

1. **Risk Identification**

    - Regularly identify potential risks through various methods such as brainstorming sessions, risk assessments, and project reviews. These are identified at the initiation stage of all projects and are reviewed at project reviews and key milestone dates.
    - Document identified risks in a risk register for ongoing monitoring and management.

2. **Risk Assessment**

    - Evaluate the likelihood and impact of identified risks using a standardised risk assessment matrix which has been created in Power Apps as part of our project process. These are tracked through our Power Bi reporting tools.
    - Prioritise risks based on their potential impact on the organisation's objectives and operations.

3. **Risk Mitigation**

    - Develop and implement risk mitigation plans to address high-priority risk, typical risks may include payment milestones, project delivery, sponsorship challenges and delays in services being provided.

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- Assign responsibilities for risk mitigation actions to appropriate personnel.

4. **Risk Monitoring and Review**
    - Continuously monitor identified risks and the effectiveness of mitigation strategies.
    - Conduct regular risk reviews and update the risk register as necessary.
5. **Communication and Reporting**
    - Ensure that risk management activities and outcomes are communicated to all relevant stakeholders.
    - Report significant risks and mitigation actions to senior management and the board of directors.

Responsibilities

- **Directors:** Responsible for overseeing the risk management process, including risk identification, assessment, mitigation, and monitoring.
- **Employees**: Participate in risk identification and assessment activities, and adhere to risk mitigation plans and procedures.

B4.0 Customer Satisfaction Policy

Purpose and Scope

The purpose of this Customer Satisfaction Policy is to ensure that P34B Ltd consistently meets or exceeds customer expectations and enhances customer satisfaction. This policy applies to all employees, departments, and processes within our organisation.

Policy Statement

P34B Ltd is dedicated to delivering high-quality products and services that fulfil our customers' needs and expectations. We are committed to understanding our customers' requirements, addressing their concerns, and continuously improving our processes to enhance customer satisfaction.

Key Elements

1. **Customer Feedback**
    - Actively seek feedback from customers, placements, project owners and clients through Microsoft Forms surveys, Project closeout reports and requests for testimonials through e-mail and our Power Apps learner records.
    - Analyse customer feedback to identify areas for improvement and implement necessary changes.
2. **Complaint Handling**
    - Establish a clear and efficient process for handling customer complaints.

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- Ensure that all complaints are addressed promptly and resolved to the customer's satisfaction.

3. **Customer Communication**
    - Maintain open and transparent communication with customers.
    - Provide customers with timely and accurate information about our products, services, and any changes that may affect them.
4. **Customer Relationship Management**
    - Build and maintain strong relationships with customers by understanding their needs and preferences.
    - Use a customer relationship management tool created on Microsoft Forms and tracked through our ten P's folders (08. Partnerships) to track customer interactions and improve service delivery.
5. **Performance Monitoring**
    - Regularly monitor and measure customer satisfaction using key performance indicators (KPIs). Feedback is reviewed at point of project closeout, placement closeout and client delivery endpoints.
    - Use the results of these measurements to drive continuous improvement in our products and services.

Responsibilities

- **Directors**: Responsible for managing customer interactions, handling complaints, and gathering feedback.
- **Employees**: Engage with customers professionally, address their concerns, and contribute to the continuous improvement of customer satisfaction. Responsible for gathering feedback.

B5.0 Internal Audit Policy

Purpose and Scope

The purpose of this Internal Audit Policy is to ensure that P34B Ltd conducts regular internal audits to assess compliance with the Quality Management System (QMS) and identify opportunities for improvement. This policy applies to all employees, departments, and processes within our organisation.

Policy Statement

P34B Ltd is committed to maintaining the highest standards of quality and compliance. Internal audits are a critical component of our QMS, providing an objective evaluation of our processes and practices. These audits help us ensure that we meet regulatory requirements, adhere to internal policies, and continuously improve our operations.

Key Elements

1. **Audit Planning**

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- Carry out annual internal audits that covers all key areas of the QMS, including Health and Safety, Ofsted requirements and safeguarding.
- Schedule audits based on risk assessments and regulatory requirements.

2. **Audit Execution**
    - Conduct audits in accordance with established procedures and checklists. Our audits are conducted by our internal team by a member who is not the lead on the audit area. We currently are eligible for external Ofsted audits and we use a partner to assess and certify our Safety Scheme in Procurement (SSIP).
    - We use internal auditors (directors and employees) who are independent to the project area and have the necessary skills and knowledge to perform the audits effectively based on experience and certifications. When an external auditor is used we ensure they are qualified for the audit they are carrying out.
3. **Audit Reporting**
    - Document audit findings in a clear and concise manner. We use Excel checklists designed for the specific audit purpose, we action the points through our Project Power App which assigns and tracks outcomes and ensures we rectify issues and remain compliant.
    - Provide audit reports to relevant stakeholders, including management and the audited departments.
4. **Corrective Actions**
    - Identify non-conformities and areas for improvement during the audit.
    - Develop and implement corrective action plans to address identified issues.
    - Monitor the effectiveness of corrective actions and ensure timely resolution.
5. **Follow-Up Audits**
    - Conduct follow-up audits to verify that corrective actions have been implemented and are effective.
    - Ensure that any remaining issues are addressed promptly.

Responsibilities

- **Internal Audit Team**: Responsible for planning, conducting, and reporting on internal audits. They also ensure that corrective actions are implemented and effective.
- **Directors**: Monitor progress through weekly reporting measures. Ensure corrective actions are carried out and escalate issues when required.
- **Employees**: Participate in the audit process as needed and adhere to any corrective actions resulting from the audits.

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B6.0 Training and Competence Policy

Purpose and Scope

The purpose of this Training and Competence Policy is to ensure that all employees at P34B Ltd have the necessary skills and knowledge to perform their roles effectively and contribute to the Quality Management System (QMS). This policy applies to all employees, departments, and processes within our organisation.

Policy Statement

P34B Ltd is committed to providing ongoing training and development opportunities to ensure that our employees are competent in their roles and can contribute to the continuous improvement of our QMS. We believe that a well-trained workforce is essential for delivering high-quality products and services and achieving customer satisfaction.

Key Elements

1. **Training Needs Assessment**
    - Onboard employees through Power Apps 01. People App which provides a checklist of requirements to become compliant in our business. The app includes an engagement section which tracks a development plan identified by the individual.
    - Conduct regular assessments to identify the training needs of employees based on their roles and responsibilities through Bright HR and Microsoft Lists (01. People and Performance).
    - Use performance reviews, skills assessments, and feedback to determine training requirements.
2. **Training Programmes**
    - Develop and implement training programmes that address identified needs and support the objectives of the QMS.
    - Provide a mix of initial training for new hires, regular refresher training, and specialised training for key quality-related roles.
3. **Training Delivery**
    - Use a variety of training methods, including classroom training, on-the-job training, e-learning, coaching and mentoring and workshops.
    - Ensure that training materials are up-to-date and relevant to the employees' roles.
4. **Competence Evaluation**
    - Evaluate the effectiveness of training programmes through assessments, tests, and performance reviews.
    - Ensure that employees demonstrate the required competence before they are assigned to critical tasks.

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5. **Training Records**

    - Maintain accurate and complete records of all training activities, including attendance, training content, and assessment results. These are hosted in our reporting tools on Power BI.
    - Use these records to track employee development and identify further training needs.

Responsibilities

- **Employees**: Responsible for identifying, planning their own CPD, and attending training programmes. They also maintain training records and evaluate training effectiveness through the MS List which captures all certifications, qualifications and CPD hours.
- **Directors:** Responsible for ensuring employees are completing training, via monthly reviews using the 01. People and Performance report. Provide corrective action where required.

B7.0 Non-Conformance and Corrective Action Policy

Purpose and Scope

The purpose of this Non-Conformance and Corrective Action Policy is to ensure that any non-conformances identified within P34B Ltd are addressed promptly and effectively. This policy applies to all employees, departments, and processes within our organisation.

Policy Statement

P34B Ltd is committed to maintaining high standards of quality and compliance. When non-conformances occur, we will take immediate action to identify the root cause, implement corrective actions, and prevent recurrence. This approach helps us to continuously improve our processes and maintain customer satisfaction.

Key Elements

1. **Identification of Non-Conformances**

    - Detect non-conformances through various means such as internal audits, customer feedback, inspections, and employee reports.
    - Document all identified non-conformances in a non-conformance report (NCR).

2. **Root Cause Analysis**

    - Conduct a thorough investigation to determine the root cause of each non-conformance.
    - Use appropriate tools and techniques, such as the 5 Whys or Fishbone Diagram, to identify underlying issues. All NCR’s are logged in our Project Power Apps and stored on our SharePoint site.

3. **Corrective Action Planning**

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- Develop a corrective action plan to address the root cause of the non-conformance. Workflow: detection → logging → RCA → action → verification.
- Ensure that the plan includes specific actions, responsible persons, and deadlines for implementation.

4. **Implementation of Corrective Actions**
    - Implement the corrective actions as outlined in the plan.
    - Monitor the progress of implementation to ensure timely completion.
5. **Verification of Effectiveness**
    - Verify the effectiveness of corrective actions through follow-up audits, inspections, or reviews.
    - Ensure that the non-conformance has been resolved and that similar issues do not recur.
6. **Documentation and Reporting**
    - Maintain records of all non-conformances, root cause analyses, corrective actions, and verification results. We use a
    - Report significant non-conformances and corrective actions to senior management.

Responsibilities

- **Directors**: Responsible for overseeing the non-conformance and corrective action process, including root cause analysis and verification of effectiveness.
- **Employees**: Report non-conformances, participate in root cause analysis, and implement corrective actions as required.

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Appendix B1 – Signed Policy and Our Objectives Outlined

APPENDIX B1
QUALITY MANAGEMENT SYSTEM POLICY

At P34B Ltd our health and safety policy is to, so far as is reasonably practicable:

- **Delivering High-Quality Services:** Ensuring that all services and outputs meet defined requirements and contribute to customer satisfaction**.**
- **Maintaining an Effective QMS:** Operating a structured and compliant QMS aligned with ISO 9001:2015 standards, embedded across all business functions.
- **Driving Continuous Improvement:** Monitoring performance, learning from feedback, and implementing improvements to enhance service delivery and operational efficiency.
- **Ensuring Legal and Regulatory Compliance:** Meeting all applicable statutory, regulatory, and contractual obligations relevant to our services and sectors**.**
- **Promoting a Culture of Quality:** Empowering our people through training, leadership, and engagement to take ownership of quality in their roles.

Commitment:

P34B Ltd is dedicated to achieving these objectives through the implementation of our Quality Management System. We are committed to continuous improvement and ensuring that quality remains at the forefront of our operations. This policy is communicated to all employees and is available to interested parties upon request.

Signed:	
Print Name:	P34B Ltd
Date:	**10th July 2025**
Date for next review:	**01st August 2026**

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