

# Quality Management Policy

Enventure is a market research agency that aims to consistently provide services that satisfy the needs and expectations of its clients, whilst achieving sustained and profitable growth. Enventure is dedicated to reaching this goal in its relationships with staff, associated partner organisations, suppliers and the general public who take part in Enventure managed projects.

This is achieved by operating a comprehensive, co-ordinated quality management system which assures the services offered by the company. This system meets the requirements of BS.EN.ISO 9001:2015 and is implemented across the whole company and embraces all the activities which impact upon our customers.

The board of directors is committed to ensuring that the system is effective in achieving and satisfying customers both now and in the future. To this end we will strive to continually improve upon our services, process and our management system. We will set objectives and targets which will be measured and reported upon at management reviews.

These objectives include:

- Achieve and maintain a high level of customer satisfaction
- Compliance with relevant regulatory standards
- Continued service development and improvement which enhances the company's reputation with its existing and potential clients

To ensure continual improvement of the services and systems, Enventure will continue to recognise and encourage the involvement of staff.

The management system to meet ISO 9001:2015 will be adhered to by all staff within the organisation to achieve and maintain the above policy and objectives.



Mark Robinson  
Managing Director  
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