



## REVIEW CONSULTANCY LIMITED

### QUALITY STATEMENT

The directors, associates and employees of Review Consultancy Limited all recognise that the on-going quality and delivery of our services are essential to the long term success and continued development and growth of the company.

Therefore meeting and exceeding our client's expectations is at the core of all our projects and activities, undertaken on behalf of our clients.

We achieve this by:

- Listening and ensuring we fully understand our client's project requirements, objectives and desired outcomes.
- Being honest with our clients about what is realistically achievable in today's market place with a high level of effort, professionalism, innovation and focus.
- Providing a project plan and fixed cost to complete the project to ensure our clients know what they will receive and how much it will cost.
- Confirming the plan and cost in advance.
- Never failing to deliver what we had planned and promised within the timescales agreed.
- Always maintaining a high level of communication with our clients.
- Ensuring all third parties are keeping to their plans and timescales.
- Continual professional development within the ever changing catering service industry in which we work.
- Ensure all our work is compliant with prevailing regulations and legislation relative to the catering industry and local client rules.

- Constantly update our industry knowledge through the membership of our professional trade association, the Foodservice Consultants Society International (FCSI).
- Always ask every client following completion of the project to complete a Quality Questionnaire, reviewing our delivery of the project, assessing whether it met the plan and the client's aspirations and measuring its success.
- The directors reviewing the returned questionnaires and adapting our services where necessary.