

## Oxford Archaeology's Quality Policy

### Policy Statement

Oxford Archaeology Ltd (OA) is a registered charity with the objective of advancing education in the subject of archaeology for the public benefit. We strive to undertake all our archaeological services to a high intellectual and quality standard, and are committed to delivering professional services that meet or exceed our clients' needs and expectations. As a business we need to maintain a reputation for quality that ensures that our existing clients keep returning to us, and that we attract new clients. The optimal way of reaching this goal is to implement and maintain a Quality Management System that meets the requirements of BS EN ISO 9001:2015

### Who is responsible

This Policy has been defined and will be implemented with the full support of the Board of Trustees, which has tasked the Corporate Management Team to design and implement a Quality Management System that is fully resourced and actively maintained. All staff will be aware of our Quality Policy and their responsibility in delivering its objectives while pursuing continuous improvements in their own and OA's work.

### How we will achieve our aim

OA will use the Quality Management System and its processes to support this aim and to make continuous improvements throughout the business. We will:

- Use a risk-based approach to address the requirements of the business both internally and externally;
- Ensure organisation-wide quality awareness and feedback;
- Provide continuous training and development for all staff;
- Ensure that our suppliers deliver their services to us in a way that allows us to achieve our quality objectives;
- Undertake regular internal audits of our system, processes and output;
- Set measurable quality objectives which reflect and reinforce business aims;
- Regularly gather and monitor clients' feedback and complaints;
- Undertake management reviews of audits, objectives and customer satisfaction, and act on the results.



**Position: Chief Executive Officer**

**Date: 27<sup>th</sup> Oct 2021**

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