



# Quality

## Purpose

This policy statement covers GP Management Advisory's Quality Management arrangements.

## Commitment

The Company is committed to a relentless focus on excellence for all services:

- We maintain a strong culture of quality and business excellence, based on transparency, trust and respect.
- We use our expertise to continually improve the quality of our services.
- Our processes ensure that we meet client needs whilst maintaining compliance with legislation.

## Responsibility

It is our responsibility to comply with all legal, regulatory, and other applicable requirements in each territory in which we work.

A Managing Partner is responsible for this policy and for the effective implementation, operation, and review of quality management requirements.

Project managers are responsible for the quality of our projects.

All staff are responsible for application of the quality processes on projects and in their everyday work.

## Approach

We work with our clients, partners, and others to develop solutions that maintain and improve the quality of our services and projects and ultimately our businesses.

To do this we:

- Operate a business management system which is certified to ISO 9001.
- Assess uncertainty, both risk and opportunity, to identify proportionate treatment plans that enable us to deliver successful projects.
- Enable our colleagues to complete their work to the required level of quality and fulfil their potential.
- Monitor and review performance, client feedback and learning to continually improve the way we manage.
- Quality to meet the needs of society, our business, our people, and our clients.

A blue ink signature of the name 'Gagik Grigoryan'.

**Gagik Grigoryan**  
Managing Partner