

# Quality Assurance Policy

Lawscript (NI) Limited provides secure outsourced typing solutions and digital transcription services to legal and other professional organisations in Ireland and the UK, offering a cost effective service with excellent customer satisfaction and 100% client retention.

Lawscript (NI) Limited operates a Quality Assurance process and aims to provide a quality professional service which is focused on satisfying the requirements and expectations of our clients and users. The management of the company is committed to a policy of Quality Assurance throughout the company activities, ensuring that the professional service quality satisfies the specific requirements of all clients. It is the policy of the company to market only professional services of a quality that will merit and earn client satisfaction by performing all functions reliably and effectively.

The objectives which underpin the policy are:

- i. To develop a full understanding of the needs of our clients, openly discussing the individual requirements of every contract to ensure clients are fully satisfied with our work;
- ii. To work in close co-operation with clients and sub-contractors to provide the right quality of work and service, and to be responsible and accountable for the quality of work;
- iii. To maintain the highest standards of quality and continuous enhancement through actively seeking client and stakeholder feedback
- iv. To carry out all our activities within our environmental policy guidelines (e.g. minimising waste), and to ensure our work contributes to sustainable development in accordance with company's values
- v. To ensure that all resources are sufficient and appropriate to support the work (e.g. through continually developing and upgrading the company's IT systems to meet latest standards);

This means:

- i. We find the solutions that best suit our client
- ii. We meet and exceed our client's expectations in terms of both delivery and specification
- iii. Every project is thoroughly supervised
- iv. We are open and honest about deadlines and with costs defined before commencement
- v. We monitor on an ongoing basis that we are consistently achieving our service standards
- vi. We promote continuous improvement to refine and improve our procedures and training to further improve our level of quality assurance.

The nature of our work which relies on repeat business places particular emphasis on attaining our service standards. The directors of the company have given the Quality Representative full authority to carry out the Quality Assurance Policy of the company, and all company personnel are required to co-operate with the Quality Representative in carrying out this task.

In addition the company operates an [equal opportunities employment policy](#) throughout all its activities.

Signed



Richard Marshall  
Managing Director

Dated: October 2009