



# Quality Policy

V8

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## 1. INTRODUCTION

S-RM is committed to quality in all areas of its business operations. S-RM operates a Quality Management System which is compliant with the requirements of ISO 9001:2015. The Quality Management System is underpinned by S-RM's core values:

- We put client service at the heart of everything we do
- We trust, respect, and look out for each other
- We are collegiate and put the team before ourselves
- We are always learning and sharing our knowledge

## 2. COMMITMENT

S-RM aims to be a global leader in the provision of intelligence, resilience, and response solutions in relation to Corporate Intelligence, Crisis Response and Cyber Security, to help clients understand the risks to their business and to identify and implement the most effective means of mitigation.

S-RM seeks to achieve this through understanding client's needs and by looking to continually improve in all areas of the business through the following means:

- Ensuring that the Quality Management System, and this Quality Policy, are reviewed at planned intervals for continued suitability to the nature and scale of the business operations;
- Developing staff competencies, creativity, and accountability through appropriate development programs.
- Building partnerships with clients, ensuring their long-term success, through the understanding of their needs and the needs of their own clients also;
- Meeting client requirements where quality, cost, and time frames are concerned;
- Obtaining client feedback on a regular basis, in order to continually improve all aspects of the business' performance;
- Ensuring that complaints are resolved as quickly as possible, analysing the root cause, and acting to prevent a recurrence;
- Ensuring personnel are informed of the business' performance and direction and that all are aware of the Quality Management System and their contribution towards achieving the quality objectives;
- Setting of measurable quality objectives which are consistent with this policy and reviewed by Senior Leadership at planned intervals; and

- Encouraging all personnel to identify issues and make suggestions to improve all aspects of the business' working practices.
- As participants of the UN Global Compact, work towards implementing the Principles and Sustainable Development Goals including applicable to S-RM as a business.

### **3. REVIEW**

S-RM will review this policy annually to ensure that it reflects the needs of the business.



## S-RM is a global intelligence and cyber security consultancy

Founded in 2005, we have 350+ practitioners spanning eight international offices,  
serving world class organisations across all regions and major sectors.

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