Quality Control Management

# INTRODUCTION

In regards to quality and risk control, Yellow is dedicated to ensuring the utmost quality in everything we do. Our quality management system comprises a number of business processes which are based on the ISO9001 framework. This includes; control of documents & records, internal audits and preventive & corrective action.

# SCOPE

When Yellow is contracted to take on a project, it is standard procedure to establish the scope of works and standard operating procedure with the client and ensure these are stringently followed throughout the process.

Yellow will agree on a very comprehensive SLA so that all parties have full transparency and clarity of what is expected and can ensure full compliance to all regulations etc.

Clients will be working with a dedicated account team, however this will be supported and overseen by a Senior Management Team so that every aspect of the project has undergone review at the highest level to assure the highest quality. Yellow also has a number of stringent procedures and key milestones we set for every project.

Yellow’s dedicated account team will have regular reviews both internally and with clients so that all stakeholders can ensure the project is delivering at the highest level. Yellow will also provide clients with regular reporting so that both parties know that all the milestones are being met in the most clear and transparent manner.

In regards to any new 3rd parties Yellow contracts, a risk assessment takes place and employees are expected to use mitigations to protect clients. This includes background checks on the company, obtaining references, scrutinising demonstrations of capability, as well as ensuring suppliers are aware of their contractual obligations.

Yellow will contract suppliers appropriately.

# CHANGE HISTORY RECORD

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| Issue | Description of Change | Author | Approval | Date of Issue |
| 1 | Initial issue | Jennifer Dawson | David Roberts | 17.01.2022 |
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