



Volterra Partners LLP – Quality Management Policy

Purpose

The purpose of this Quality Assurance Policy is to define Volterra Partners LLP's commitment to maintaining the highest standards of quality in the delivery of economic consultancy services, ensuring that all outputs meet or exceed client expectations, comply with relevant standards, and contribute to continuous improvement across the organisation.

Scope

This policy applies to all activities undertaken by Volterra Partners LLP in providing consultancy services, including research, analysis, reporting, project management, and client engagement. It covers all staff, contractors, and partners involved in project delivery and support functions.

Policy Statement

Volterra Partners LLP is committed to:

- 1. Client Focus**
Ensuring a clear understanding of client requirements and delivering outputs that are timely, accurate, and aligned with agreed objectives.
- 2. Quality Management System (QMS)**
Operating a Quality Management System that complies with the requirements of **ISO 9001:2015** and is integrated with the company's Environmental Management System under **ISO 14001:2015**.
- 3. Process Control**
Applying controlled, documented processes for all stages of project work — from proposal and planning to delivery and review — to ensure consistency and accountability.
- 4. Competence and Training**
Ensuring all staff are suitably trained and competent in their roles, with ongoing professional development supported to maintain technical excellence.

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Author – James Bradley

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5. Communication and Collaboration

Promoting effective communication and teamwork across the organisation to support consistent quality standards and knowledge sharing.

6. Continuous Improvement

Monitoring performance through audits, client feedback, and management reviews, and implementing actions that drive improvement in quality, efficiency, and client satisfaction.

7. Compliance and Integrity

Ensuring all work complies with legal, regulatory, and ethical obligations, and that all client information is handled confidentially and securely.

Responsibilities

- The **Senior Partner** is accountable for the effectiveness of the Quality Management System and ensuring that this policy is implemented, maintained, and communicated to all staff.
- **All Employees and Partners** are responsible for applying quality assurance principles in their daily work and contributing to continual improvement.

Review and Maintenance

This policy will be reviewed annually during the **Management Review Meeting** or sooner if required due to organisational or regulatory changes. Updates will be communicated to all staff and made available to interested parties upon request.

Signed: 

Name: Ellie Evans – Senior Partner

Company: Volterra Partners LLP

Date: Thursday 23rd October 2025