

## QUALITY MANAGEMENT STATEMENT

Galbraith is Scotland's leading independent property consultancy. The Firm aims to deliver property services of an uncompromisingly high quality. We will deliver this standard of quality by continually seeking to understand our clients' business objectives and needs and to add value to them.

Galbraith is committed to maintaining a Quality Management System which is certified to ISO 9001:2015 standard, to drive continual improvement and will lead to greater client satisfaction and that of other stakeholders in our business.

The aim of the Quality Management System is to: -

**Delivery of the highest practicable level of service to clients which will be achieved by adopting a risk and process-based approach to quality management in accordance with international standards and the rules and regulations of the Royal Institute of Chartered Surveyors (RICS).**

The Quality Management System helps support the business by;

- Clearly understanding and defining our clients' expectations, needs and objectives;
- Promoting and prioritising the educating and training our people in order to support the delivery of our Quality Management System;
- Ensuring that responsibilities for enacting the Quality Management System are clearly understood by all concerned, and its delivery is achieved at all levels;
- Maintaining procedures which include recording and dealing with client complaints and mechanisms for monitoring and measuring overall compliance with internal, statutory and regulatory requirements. Records of the results of this monitoring and measuring will be maintained as an objective basis for providing assurance and as a measure of performance to inform management reviews; and
- Promoting continual improvement

Galbraith is committed to working with all stakeholders to support effective operation of the company's Quality Management System and the achieving the business's objectives and targets.

This Quality Management Policy will be made available to stakeholders and will be placed on the business's web site. The Policy will be reviewed annually to ensure it is appropriate for the business's operations.



**Martin Cassels, CEO**  
**18 January 2024**

