
Quality Policy Statement

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BOP is a pioneering global research and consulting practice for culture and the creative economy. With a 25-year track record working globally across sectors, we understand the transformational power of culture and the creative industries.

We invest heavily in our team's knowledge to deliver industry leading consultancy, supported by a wider network of experts. We place continual improvement at the heart of everything we do to ensure that the service delivered to our clients is of a consistently high standard, empowering our clients to achieve high impact outcomes.

Our professionalism and commitment to quality is engrained in our culture. The organisation operates a **Quality Management System to the ISO 9001:2015 standard**. We are committed to:

- Maintaining a focus on our customers and their needs and expectations
- Continually developing & improving the effectiveness of our Quality Management System
- Enhancing customer satisfaction
- Communicating throughout the organisation the importance of meeting customer needs and all relevant statutory, regulatory & other applicable requirements
- Fulfilling this Quality Policy and creating a framework for establishing, delivering and reviewing our quality objectives
- Providing sufficient resources to run an effective Quality Management System

This Quality Policy and our systems are regularly reviewed in order to ensure their continuing suitability. Our Quality Policy Statement is made available to all members of staff & other interested parties.

Name: Callum Lee, Managing Director, BOP Consulting