

Quality Assurance

In this section we provide our general approach to our Project Management System (PMS) and our Quality Management System (QMS). The specific quality assurance measures and project management structure for this project are discussed in detail in the Methodology (section 6.3).

1 How we ensure high quality service

We are all experienced and enthusiastic businesspeople with strong backgrounds in science, technology and technology businesses. Qi3 methodology is based upon current sales and marketing techniques and best practice. We operate best as an extension of our clients' teams, following the Nolan Principles of Public Life and usually carrying our client's business card rather than acting on Qi3's own account. This gives us immediate credibility with scientists within the research organisations, as well as placing a responsibility on us to live up to the required standards and deliver high quality services.

We introduced the Project Management System (PMS) and Quality Management System (QMS) to Qi3's operations, according to the Quality Principles of the company and a set of Operating Principles for the introduction and operation of these systems. These principles state our vision and are used to guide sensible implementation of the new systems.

2 Qi3's Quality Management System (QMS) Principles

The "Q" in Qi3 is our Quality ethos.

Quality is built from many small "q's" – i.e. it's a bottom-up process of many small elements aligned to exceeding customer expectations by delivering in time, within costs and at a high standard of delivery.

Quality in responsiveness: replying to emails, telephone calls and requests promptly, within less than 1 working day as maximum.

On-time delivery: Delivering outputs on time is part of quality

Quality in methodology: We all have a variety of skills and experiences that we bring to bear in our clients' service. These are applied through a series of products and service elements which are delivered consistently across the company.

Individual Accountability and Responsibility: Delivering answers (not answering questions with questions), delivering ourselves, not delegating.

Quality Management System (QMS)

We operate a Quality Management System (QMS) that follows the principles of ISO9001. This consists of a small number of documented procedures for activities such as Technology Market Evaluation, Event Management, Prospect Management and management of our CRM Database.

Each procedure is established by a small team, reviewed by at least two people outside the team and revision controlled.

Operating Principles for Project Management System (PMS)

Our Project Management System (PMS) follows the principles of PRINCE2:

"Light touch" implementation: develop and implement Project and Quality Management Systems that are stripped down and appropriate to Qi3 as an agile organisation. Paperwork is kept to a minimum and "responsiveness with quality" is of the essence.

Maximise client contact: Our clients gain most from frequent interaction with us. This allows them to provide us with input and feedback, and for us to manage, adjust and deliver to their expectations. This means that everyone in the company deals directly with clients.

“Compatibility not compliance” using approaches derived from recognised management systems: We apply the principles of PRINCE2 Project Management methodology and ISO9001 Quality Management to achieve our goals. Our systems are not aimed at compliance and certification, but are aligned with these principles so that we have defined reference standards.

Stay flexible and responsive: the PMS and QMS are there to help us, not to slow us down. Our clients value our enthusiasm, innovative approach, on-time delivery and willingness to put ourselves out to help them achieve their goals. Dealing with exceptions is part of our life, not a surprise.

Individual / Team Accountability and Responsibility: It is individuals and teams that deliver Qi3's outputs, not quality systems.

Continuous Improvement: What is good today must become better tomorrow. We should expect more of ourselves as individuals and as a team as each day passes.