



Quality Policy Statement

It is the policy of Cogitare Limited to deliver professional and assured Performance Measurement & Incentivisation Consultancy services to meet customer's requirements and to prevent nonconformity. Cogitare recognises that the effective management of quality is an essential and integral part of its business management. Cogitare recognises the policies of London Underground and Tube Lines on quality and seeks to provide assurance accordingly. Cogitare is committed to continuous improvement in quality and actively strives to secure the co-operation and involvement of employees, contractors and clients, at all levels. In particular, improvement focuses on the following policy objectives:

- Understanding our customers' requirements and utilising the skills and expertise of our staff and contractors to continually improve the quality of our service.
- Ensuring all activities of the company, including those of external parties, are carried out in a way that will meet or exceed customer requirements.
- Establishing processes and systems to manage the interface with our customers and measure the level of customer satisfaction.
- Working in partnership with our suppliers to encourage a shared quality culture.
- Implementing systems to record, analyse, summarise and communicate relevant data needed to monitor the company's performance targets.
- Establishing a system of recording, monitoring and close out of improvement and corrective actions arising from reviews.
- Implementing business processes which provide for the company's objectives and targets to be set and reviewed regularly.
- Establishing an integrated management reporting system which in the future will meet the requirements of BS EN ISO 9001:2000.
- Disseminating this policy to all our staff and contractors and ensuring they understand their part in its delivery.

Signed

Larry Fawkner
Managing Director
Cogitare Limited

1st November 2006