

# Quality Statement

## 1. Purpose

TPMG is committed to delivering services that are clear, reliable, professional and fit for purpose.

This Quality Statement explains the principles TPMG applies to maintain consistent standards across its advisory, assurance, audit, training, digital enablement and support activities. It is intended to give clients, suppliers, learners, partners and other stakeholders confidence that quality is treated as a core operational responsibility, not an afterthought.

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## 2. Scope

This Statement applies to TPMG's externally delivered services and the way quality is managed across client engagement, service planning, delivery, review, improvement and supporting activities.

It covers:

- client and stakeholder communication;
  - planning and scoping of services;
  - delivery quality and consistency;
  - documentation and evidence standards;
  - supplier and partner coordination where relevant;
  - complaints, feedback and corrective action; and
  - continuous improvement across services and operations.
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## 3. Our Commitment

TPMG is committed to delivering services that are:

- clearly scoped and properly communicated;
- appropriate to the client's needs and operating context;
- delivered with consistency, professionalism and accountability;
- supported by reliable evidence and documentation;
- reviewed for effectiveness and improvement; and
- aligned to recognised good practice and practical assurance principles.

Quality at TPMG is not limited to the final output. It includes the way requirements are understood, the way risks are identified, the way evidence is produced, and the way actions are followed through to completion.

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## 4. What Quality Means at TPMG

For TPMG, quality means more than doing work to a basic standard. It means delivering outcomes that are:

- useful in practice;
- credible under scrutiny;
- proportionate to the requirement;
- clearly evidenced; and
- capable of supporting decision-making, assurance, procurement and operational confidence.

This applies whether TPMG is supporting a consultation, an internal audit, an ESG readiness exercise, incident recovery, fire compliance support, digital systems setup, supplier onboarding improvement, training support or other advisory activity.

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## 5. Quality Principles

TPMG's approach to quality is built around the following principles:

## **5.1 Clarity**

Requirements, deliverables, assumptions and responsibilities should be clear from the outset.

## **5.2 Consistency**

Services should be delivered through structured methods, agreed standards and repeatable workflows wherever appropriate.

## **5.3 Accuracy**

Outputs should be prepared carefully, reviewed appropriately and based on reliable information available at the time.

## **5.4 Practicality**

Recommendations and actions should be realistic, relevant and capable of being implemented in real operational settings.

## **5.5 Accountability**

Responsibilities should be defined clearly, actions should be assigned properly, and progress should be capable of being tracked.

## **5.6 Improvement**

Feedback, findings, lessons learned and changing requirements should be used to improve service quality over time.

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## **6. How TPMG Delivers Quality**

TPMG supports quality through a structured approach to service delivery that may include:

### **6.1 Understanding requirements properly**

Before work begins, TPMG aims to understand the client's objectives, constraints, stakeholders, deadlines and areas of risk.

### **6.2 Defining scope clearly**

Engagements are scoped so that expectations, outputs and responsibilities are understood before delivery progresses.

### **6.3 Using structured methods**

Where appropriate, TPMG applies defined methods, templates, checklists, review points and reporting formats to improve consistency and reduce avoidable variation.

### **6.4 Maintaining evidence standards**

Outputs are supported by clear documentation, findings, actions or records suitable for the relevant purpose, whether that is operational use, audit support, procurement, assurance or reporting.

### **6.5 Reviewing work appropriately**

Quality is supported through review, checking and challenge proportionate to the nature of the service being delivered.

### **6.6 Closing the loop**

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Where gaps, issues or corrective actions are identified, TPMG aims to make those actions clear, practical and capable of being followed through.

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## 7. Client-Focused Quality

TPMG recognises that quality is ultimately judged by whether the service helps the client move forward with greater clarity and confidence.

TPMG therefore aims to ensure that:

- communication is timely and professional;
  - advice is clear and actionable;
  - outputs are relevant to the agreed requirement;
  - services are delivered with due care and attention;
  - concerns and questions are handled constructively; and
  - clients are not left with vague findings or unclear next steps.
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## 8. Quality in Documentation and Evidence

TPMG places particular importance on the quality of documentation and evidence because many clients operate under scrutiny from auditors, procurement teams, insurers, regulators, investors or internal governance functions.

This means TPMG aims to produce documentation that is:

- clear and properly structured;
  - relevant to the engagement or requirement;
  - consistent with the agreed scope;
  - sufficiently complete for its intended purpose; and
  - suitable for review, action or onward use.
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## 9. Quality in Third-Party and Partner Delivery

Where TPMG coordinates specialist support, delivery partners or third-party contributors, appropriate care is taken to ensure that the quality of delivery remains aligned to TPMG's standards and the client's requirements.

This may include:

- confirming scope and expectations clearly;
  - coordinating responsibilities and interfaces;
  - reviewing outputs where appropriate; and
  - ensuring that quality, professionalism and accountability are maintained across the wider delivery model.
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## 10. Complaints, Concerns and Feedback

TPMG recognises that feedback, concerns and complaints are an important source of quality improvement.

Where concerns are raised, TPMG aims to:

- acknowledge them appropriately;
- understand the issue clearly;
- assess the relevant facts and context;
- take proportionate corrective or improvement action where required; and
- use lessons learned to improve future delivery.

Constructive feedback is welcomed and used to strengthen service standards over time.

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## 11. Continuous Improvement

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Quality is not treated as static. TPMG aims to review and improve its methods, outputs and service arrangements over time in response to:

- client feedback;
- lessons learned;
- findings from assurance activity;
- changes in standards, expectations or market conditions;
- operational experience; and
- changes in tools, systems or delivery requirements.

This supports a culture of continual improvement across the business.

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## **12. Systems, Tools and Quality Support**

TPMG does not sell proprietary software. However, where digital systems or platforms are relevant to delivery quality, oversight or reporting, TPMG may support clients by:

- selecting best-fit tools for the requirement;
- configuring workflows and responsibilities more effectively;
- improving the use of existing platforms;
- strengthening dashboards, evidence libraries and approval processes; and
- helping teams use systems more consistently and productively.

This is part of TPMG's practical approach to quality: making it easier not only to do the work, but also to evidence and manage it properly.

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## **13. Governance and Responsibility**

Quality at TPMG is supported through leadership oversight, defined responsibilities and a commitment to professional standards.

Responsibility for delivery quality rests with TPMG leadership and relevant delivery

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personnel, supported where necessary by specialist contributors, partner organisations or delegated operational roles.

TPMG expects those involved in service delivery to understand the importance of:

- clear communication;
  - appropriate review and checking;
  - confidentiality;
  - record keeping;
  - follow-through on actions; and
  - maintaining trust in the quality of the work delivered.
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## 14. Statement on Standards and Certification

TPMG applies structured methods aligned to recognised standards, good practice and practical assurance principles.

Unless expressly stated elsewhere in formal TPMG documentation, this Statement does **not** claim that TPMG is currently certified to any particular quality standard. Where certifications, external validations or recognised schemes are achieved, they may be referenced separately and supported by appropriate evidence.

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## 15. Contact

Questions about this Statement or TPMG's approach to quality may be directed to:

### **TPMG**

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## **16. Disclaimer**

This Statement is intended to provide a high-level public summary of TPMG's approach to quality. It does not describe every internal procedure, workflow, quality control activity or service methodology used by TPMG, and TPMG may amend or strengthen its arrangements from time to time in response to legal, contractual, operational or client requirements.