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## **Midas Corporate Consulting Limited**

### **Quality Manual**

Dated: 14<sup>th</sup> July 2010

Signed: A Pegg (for Midas Corporate Consulting)

Date to be reviewed: 1<sup>st</sup> July 2011  
(and on-going in accordance with QA Policy)



# **MIDAS CORPORATE CONSULTING QUALITY MANUAL**

## **1. QUALITY MANAGEMENT SYSTEM - ISO 9001:2008 Para 4**

### **1.1.GENERAL REQUIREMENTS - ISO 9001:2008 Para 4.1**

Midas is an independent commercial property consultancy dedicated to helping clients improve the performance of their businesses through better use of property assets and has recognised and embraced the need for business driven quality processes. Midas places significant importance on having achieved the ISO 9001:2008 standard and intends that the Company should continually seek to improve.

### **1.2.QUALITY DOCUMENTATION - ISO 9001:2008 Para 4.2.1**

The Quality Management documentation covers all the requirements of the International Standard and is made available through the shared filing system for ease of use and ease of management.

### **1.3.QUALITY MANAGEMENT SYSTEM - ISO 9001:2008 Para 4.2.2**

This Quality Manual together with the Company processes and operating procedures on the shared filing system defines the Company process management system. The Internal Audit procedure ensures that the system is being followed correctly.

It is the responsibility of the Managing Director to identify the working practices and information that need to be documented and to arrange the issue and maintenance on the shared filing system of the necessary processes and procedures.

The Core Processes table on the shared filing system describes the Company processes.

### **1.4.CONTROL OF DOCUMENTS - ISO 9001:2008 Para 4.2.3**

The control of internal and external documents is described in the Document Control Procedure.



#### **1.5.CONTROL OF RECORDS - ISO 9001:2008 Para 4.2.4**

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the process management system. The control of these records is described in the Record Filing Procedure.

## **2. QUALITY MANAGEMENT AND RESPONSIBILITY - ISO 9001:2008 Para 5**

### **2.1.MANAGEMENT COMMITMENT- ISO 9001:2008 Para 5.1**

As stated in Para 1.1 the Company is committed to implementing an effective quality management system.

### **2.2.CUSTOMER FOCUS AND QUALITY POLICY - ISO 9001:2008 Para 5.2 and 5.3**

Midas Corporate Consulting is passionately committed to ensuring that organisations use commercial property, their "corporate real estate" and its associated infrastructure effectively to enhance their performance and profitability.

We aim to increase our clients' performance by providing high-value advice on the strategic use of property, its delivery, management and disposal so that our clients thrive whatever their operating environment, product or service.

Our goal is to make a significant and lasting positive impact to the way that organisations consider and use property both in the UK and worldwide.

We will do this by ensuring that they have the information and resources to provide sustainable quality working environments that best serve the needs of their stakeholders.

Our Quality Policy is on our web site and on the shared filing system.

We will establish objectives to help fulfil the quality policy.

The quality policy and objectives will be reviewed periodically.

### **2.3.OBJECTIVES ISO 9001:2008 Para 5.4.1**

The business objectives are:

- ***To provide a high level of customer service.***  
Measures: No customer complaints.  
Client management reviews are excellent.



- ***To achieve planned sales.***  
Measures: Sales orders by year-end reach the target by way of minimum monthly billing targets.
- ***To manage projects effectively.***  
Measures: All projects running to plan, no major project issues escalated to the Managing Director.
- ***To manage cash payments effectively.***  
Measures: No invoice outstanding more than 60 days.

Process metrics are referred to in section 6.4 below.

#### **2.4.QUALITY MANAGEMENT SYSTEM PLANNING ISO 9001:2008 Para 5.4.2**

The Company Quality Management System and procedures and processes have been designed to achieve the Quality Policy and Objectives. The performance against these objectives will be reviewed in a monthly summary by the Managing Director and changes will be made if necessary.

#### **2.5.COMPANY ORGANISATION - ISO 9001:2008 Para 5.5.1**

The quality responsibility and authority are as follows: -

Managing Director:

- Responsible for the overall company performance.
- Responsible for the overall delivery of the process management system.
- Responsible for ensuring that appropriate communication processes are established within the Company, including communicating the effectiveness of the process management system.
- Responsible for authorising and issuing any changes to the Quality Manual.
- Responsible for ensuring that internal quality audits take place.
- The management representative in the terms of ISO9001: 2008.

Staff Members and Associates:

- Responsible for complying with company procedures at all times and actively seeking ways of improving processes.



Internal Auditors:

- Responsible for carrying out the internal audits and reporting progress on outstanding corrective actions.

#### **2.6.MANAGEMENT REPRESENTATIVE ISO 9001:2008 Para 5.5.2**

The Managing Director acts as the management representative as defined in ISO 9001:2008 and is responsible for:

- Ensuring that the necessary processes and procedures are established, published on the shared filing system, implemented and maintained.
- Reviewing the performance of the process management system and any need for improvement.
- Ensuring that the awareness of customer requirements is promoted through the Company.

#### **2.7.INTERNAL COMMUNICATION - ISO 9001:2008 Para 5.5.3**

The Managing Director is responsible for ensuring that appropriate communication processes are established within the Company, including communicating the effectiveness of the process management system.

#### **2.8.MANAGEMENT REVIEW ISO 9001:2008 Para 5.6**

The process management system is subject to continuous review and improvement. The responsibility for improving business processes rests with every staff member and associate but in particular with the Managing Director who is responsible for the overall system.

The Managing Director holds a quarterly review meeting covering the following:

- Audit results
- Next audits planned
- Measurement results
- Customer feedback
- Sub-consultant feedback
- Control and design of work place product feedback
- Document control
- Update of skills matrix
- Preventive/corrective action status



- Progress on follow up actions from previous reports
- Any potential changes to the process management system
- Any recommendations for improvement

The review meeting and actions resulting from it will be minuted.

### **3. RESOURCE MANAGEMENT ISO 9001:2008 Para 6**

#### **3.1. PROVISION ISO 9001:2008 Para 6.1**

In line with the Company Quality Policy, adequate resources, human, infrastructure and work environment will be made available to implement and maintain the process management system and continually improve its effectiveness and to enhance customer satisfaction by meeting customer requirements.

#### **3.2. HUMAN RESOURCES ISO 9001:2008 Para 6.2**

Every staff member and associate shall be competent on the basis of education, training, skills and experience required for their job and we carry out regular Continuing Professional Development as well as personal development and training. Records are maintained of the education, training, skills and experience of all staff members and associates.

#### **3.3. INFRASTRUCTURE ISO 9001:2008 Para 6.3**

The Company operates as a virtual company with each person able to access the shared filing system, using appropriate computer hardware and software.

#### **3.4. WORK ENVIRONMENT ISO 9001:2008 Para 6.4**

Because of the way that the Company operates, the individual work environment is the responsibility of each associate.

### **4. PRODUCT REALISATION ISO 9001:2008 Para 7**

#### **4.1. PLANNING ISO 9001:2008 Para 7.1**

The Bespoke Work Management and Retained Work Management procedures define the key procedures used for service delivery.



## **4.2.CUSTOMER RELATED ISO 9001:2008 Para 7.2**

### **4.2.1. REQUIREMENTS ISO 9001:2008 Para 7.2.1**

The Company determines the service requirements by identifying the requirements specified by customer, and any statutory and regulatory requirements. The stages are described in the Client Acquisition procedure.

### **4.2.2. REVIEW ISO 9001:2008 Para 7.2 .2**

The sales process also allows for reviewing the service requirements, resolving any differences and confirming the Company's ability to meet those requirements.

### **4.2.3. CUSTOMER COMMUNICATION ISO 9001:2008 Para 7.2.3**

We have a Customer Relationship Management system and a customer feedback process that allows us to continually respond to client needs. The Complaint handling Procedure is on our web site and on the shared filing system.

## **4.3.DESIGN AND DEVELOPMENT ISO 9001:2008 Para 7.3**

### **4.3.1. PLANNING ISO 9001:2008 Para 7.3.1**

The Sales Development Procedure defines how the client's needs are identified and confirmed.

### **4.3.2. INPUTS ISO 9001:2008 Para 7.3.2**

Inputs include all the information defined in Para 4.2.1 as well as any other issues relevant to the project.

### **4.3.3. OUTPUTS ISO 9001:2008 Para 7.3.3**

The output is the proposal submitted to the client.

### **4.3.4. REVIEW ISO 9001:2008 Para 7.3.4**

Review stages, with other members of staff or associates take place as necessary in the development of the proposal.



#### **4.3.5. VERIFICATION ISO 9001:2008 Para 7.3.5**

Verification is carried out through the internal review process.

#### **4.3.6. VALIDATION ISO 9001:2008 Para 7.3.6**

Validation is carried out through the client confirming our proposal.

#### **4.3.7. CHANGE CONTROL ISO 9001:2008 Para 7.3.7**

Changes to the client requirement are noted and tracked through the project documentation. Any changes affecting the fees are confirmed in writing with the client.

### **4.4. PURCHASING ISO 9001:2008 Para 7.4**

Approved suppliers and associates are used and they are evaluated and selected on their ability to meet the Company requirements or by placing a trial order for evaluation. Where a formal evaluation is carried out, a record is maintained and there are email records of meetings and discussions.

### **4.5. SERVICE PROVISION ISO 9001:2008 Para 7.5**

#### **4.5.1. CONTROL ISO 9001:2008 Para 7.5.1**

Our service is delivered to the client in line with the agreed instructions following the best professional practices as appropriate.

#### **4.5.2. IDENTIFICATION AND TRACEABILITY ISO 9001:2008 Para 7.5.3**

All key documents are identified and controlled as described in the Document Control procedure.

#### **4.5.3. CUSTOMER PROPERTY ISO 9001:2008 Para 7.5.4**

Client property is registered on the Client Document Control Sheet. Original documents (of value) are



photographed and the pictures stored on the PC and back-up server.

#### **4.5.4. PRESERVATION ISO 9001:2008 Para 7.5.5**

See Para 4.5.2 above.

#### **4.5.5. CUSTOMER PROPERTY**

Client hard copy documents are kept centrally or sent, with an audit trail, to the appropriate party to action.

The items are either destroyed at the end of the assignment or returned to the client.

Each member of staff and associate is required to have virus controls and back up arrangements in place that protect the Company data and documents. Also the shared filing system is protected from unauthorized access by security controls and we back up the data securely to a third party server over the internet.

### **5. CONTROL OF MONITORING AND MEASURING DEVICES ISO 9001:2008 Para 7.6**

Tape measures are used only rarely in the company.

### **6. MEASUREMENT, ANALYSIS AND IMPROVEMENT ISO 9001:2008 Para 8**

#### **6.1.PLANNING ISO 9001:2008 Para 8.1**

The Company has planned and implemented appropriate monitoring, measurement analysis and improvement procedures and these are described below.

#### **6.2.MONITORING AND MEASUREMENT ISO 9001:2008 Para 8.2**

##### **6.2.1. CUSTOMER SATISFACTION ISO 9001:2008 Para 8.2.1**

The Company monitors customer satisfaction by holding regular client management reviews.



#### **6.2.2. INTERNAL AUDIT ISO 9001:2008 Para 8.2.2**

The Internal Audit Procedure defines the audit approach to checking that processes and projects are being carried out according to the Company procedures.

#### **6.2.3. PROCESSES ISO 9001:2008 Para 8.2.3**

The processes are monitored and measured by the metrics described in Section 2.3 and by the Internal Audit procedure.

#### **6.2.4. SERVICE ISO 9001:2008 Para 8.2.4**

The service is monitored and measured by the regular client management reviews and by finalising the draft report with the client. The final report will be issued with the approval or by the Managing Director.

#### **6.3. CONTROL OF NONCONFORMING SERVICE ISO 9001:2008 Para 8.3**

The Control of Nonconforming Service procedure describes how this is handled.

#### **6.4. ANALYSIS OF DATA ISO 9001:2008 Para 8.4**

The data collected is analysed to measure the performance of the process management system relating to marketing, software development, and improvement and change.

The process metrics in use are shown on the Midas Core Process table.

#### **6.5. IMPROVEMENT ISO 9001:2008 Para 8.5**

##### **6.5.1. CONTINUAL IMPROVEMENT ISO 9001:2008 Para 8.5.1**

The Company uses the information from all sources to identify areas for improvement.

##### **6.5.2. CORRECTIVE ACTION ISO 9001:2008 Para 8.5.2**



The Corrective and Preventive Action procedure defines how action is taken in the Company to put errors right.

### **6.5.3. PREVENTIVE ACTION ISO 9001:2008 Para 8.5.3**

The Corrective and Preventive Action procedure defines how action is taken in the Company to eliminate the causes of potential errors.