



Accuracy Matters Quality Management System Policy

Intended result and context of the Quality Management System

As outlined in the ISO:9001 standard, our intended result of the QMS includes demonstrating our ability to consistently provide services that meet the needs of our customers and any applicable regulatory requirements. We would also aim to enhance customer satisfaction through:

- Effective application of the QMS
- Processes for continual improvement of the QMS
- Assurance of conformity to customer and applicable statutory and regulatory requirements

Additionally, we have specific aims based on Accuracy Matters. We aim for a reduction in errors and to implement successful corrective actions when errors do occur. We also aim to use the QMS to assist in the creation of a reliable knowledge base of processes, services and available resources.

Products and services of Accuracy Matters

Accuracy Matters is an editorial services company who provide our services to direct or third-party clients. The elements of this service are listed below:

- Proofreading, including content or shape checking and checking amend stages
- Copy-editing
- Editing
- Writing, including copywriting, desk research, rewriting and repurposing
- Editorial audit and consultancy
- Editorial project management
- Formatting and layout
- Indexing
- Translation

Scope of the Quality Management System

The Quality Management System will apply to the organisation as a whole, apart from translation services which are still in development. Accuracy Matters is a small business and therefore it is the logical choice to have a QMS that is applicable across the company. This will include the work done remotely by employees and freelancers, the work done on client sites across the United Kingdom and the full service customer care process from initial contact through to completion of the service and its subsequent aftercare.

All clauses and their requirements are applicable to Accuracy Matters' QMS scope with the exception of clauses 7.1.5.2 and 8.3 as we do not have products that need to be calibrated and verified and we do not design and develop our own products.

The scope of certification in relation to BSI accreditation is as follows: *The provision of editorial services including writing, editing, proofreading, formatting, indexing and, if required, evaluating work quality submitted by our customers with a view to provide feedback or training on improving both understanding and skills.*

Quality Management System policy

Accuracy Matters is an editorial services company which utilises a cohesive team of freelancers to ensure the needs of our clients are met. As a company we are committed to sustainable growth, the continual improvement of our Quality Management System and ensuring that all statutory and non-statutory requirements are satisfied.

We understand that improvements and a larger understanding of our processes will allow us to continue as a sustainable and highly trusted business. We are also committed to ensuring consistency across all our service provisions.

We are committed to ISO 9001 certification through co-operation, motivation and effective collaboration with all our interested parties. This will ensure consistency of approach, continual improvement and confidence/trust in our processes to deliver products and services to requirements.

With the full support of top management, we have established quality objectives which support the QMS policy and the organisation. These objectives will be reviewed and monitored by top management quarterly to ensure they are still offering the necessary support and strategic direction for the business.

Accuracy Matters is dedicated to enhancing customer satisfaction with all our services through the effective application of our Quality Management System across all aspects of our business to support customer focus, needs and expectations.

Signed: *Rachel Nixon*

4 April 2023

Processes used by Accuracy Matters

Below is a list of all processes used by Accuracy Matters in the course of running the business. These processes are from across the business and are in line with the Quality Management System scope which covers all areas of operation at Accuracy Matters.

- 6.5 Editorial services
- 6.6 Workflow
- 6.7 Editorial review
- 6.8 Client feedback and complaints
- 6.9 Freelancer hiring and resourcing
- 6.10 Internal audit
- 6.11 Management review
- 6.12 Sales and marketing
- 6.13 Accounts and finance
- 6.14 Change and nonconformity reporting
- 6.15 Internal evaluation of projects

Each process can be found in detail on Dropbox – Operations Manual section 6: Quality Management System.