

Hadley Hunter was established as a sole trader in April 1990. Hadley Hunter Limited was established in February 1998. Both organisations act as a group to provide management consultancy services, primarily to central government and agencies in the following areas:

- Strategic reviews
- Operational research and analytics
- Business modelling
- Information systems

We are based in London NW4 and the workforce consists of Hadley Hunter and associates from [Jigsaw Consultants](#) and elsewhere as required.

Quality is important to our business because we value our customers. We provide our customers with products and services which meet and even exceed their expectations. We have established a quality management system with the following procedures:

Use of associates whose work is known to us

Where possible our associates come from Jigsaw Consultants. Hadley Hunter has been a member of Jigsaw Consultants since 2001 and all the members are selected using a rigorous process and are personally known to him. Where necessary they can provide cover for illness or unexpected workload peaks.

Training and self development

In addition to attending professional meetings and courses and reading, Hadley Hunter is always extending his knowledge of software and trying out new approaches to improve performance. There is significant cross fertilisation between projects.

Design of software to minimise the risk of error

All databases and spreadsheets use a consistent easy to follow approach, have a clear separation of data and results, show a clear audit trail, and incorporate checks to prevent errors.

Thorough checking of work before it is delivered to customers

All work is checked to ensure that the results are consistent with the data and any changes from previous assumptions are documented. A record is kept of all work sent to customers so any questions can be followed up.

Use of associates for peer review

For large and complex projects and when requested by the client, the final products will be reviewed by associates and a separate report on the review will be produced where appropriate.

Monitoring of performance and customer feedback

Any problems will be logged with a record of the action taken to resolve them. At the end of a project the comments of customers are sought and recorded.

Our quality management system is reviewed annually and is described in this document which is on our website <http://www.hadleyhunter.co.uk>. All associates are expected to read and follow this. The system review date is March 2012

Signed *Hadley Hunter*