



Quality Assurance

1. Purpose

The purpose of this policy is to set out how TPS Tech Services assures the quality of its consultancy services in food safety, compliance, and technical support. Our commitment is to deliver consistent, professional, and reliable services that meet or exceed client expectations while ensuring compliance with relevant legislation, industry standards, and certification requirements (e.g., SALSA, BRCGS, EHO, and FSA guidance).

2. Scope

This policy applies to all business operations of TPS Tech Services, including:

- Food safety consultancy
- Technical and quality management support
- Auditing (internal, supplier, compliance, and certification preparation)
- Documentation and systems development
- Training, mentoring, and culture-building initiatives

3. Policy Statement

TPS Tech Services is committed to the following quality assurance principles:

- 1. Client Focus**
 - Understanding the unique needs of each client and tailoring services accordingly.
 - Maintaining open and transparent communication throughout each project.
- 2. Compliance & Standards**
 - Ensuring all advice, documentation, and systems align with UK/EU food safety legislation and relevant certification schemes (SALSA, BRCGS START!, etc.).
 - Continually reviewing industry developments and updating practices accordingly.
- 3. Consistency of Delivery**
 - Following standardised procedures and templates to ensure reliable outputs.
 - Using robust document control to manage policies, SOPs, templates, and audit records.
- 4. Competence & Continuous Improvement**
 - Maintaining professional memberships (e.g., IFST, SOFHT) and engaging in CPD (Continuous Professional Development).
 - Regularly reviewing performance through client feedback, internal reviews, and audit outcomes.
 - Applying lessons learned to improve consultancy methods and tools.
- 5. Confidentiality & Integrity**
 - Protecting client information and intellectual property at all times.
 - Acting with independence and impartiality when providing technical and auditing services.
- 6. Risk Management**
 - Identifying and mitigating risks in project delivery, including contingency planning for urgent technical support.
 - Maintaining professional indemnity and liability insurance.



4. Implementation

- All consultants working under TPS Tech Services must adhere to this policy.
- A **Quality Management Framework** will be maintained, including:
 - Documented procedures and templates for service delivery.
 - Audit checklists and reporting formats.
 - Periodic internal review of consultancy effectiveness.

5. IQA Roles & Responsibilities

The IQA will:

- Ensure the delivery and assessment is in line with the qualification requirements.
- Ensure all assessment paperwork is completed accurately.
- Ensure all tutors/assessors are sampled on annual basis through shadowing training session, ongoing review of training progress and examination results, review of feedback forms.
- Support and offer development for tutors/assessors; and
- Provide an audit trail of internal quality assurance.

TPS Tech Services internal procedures are reviewed regularly and are communicated to all appropriate areas of the business through verbal, email and system communication channels. Though the Company Director has ultimate responsibility for quality assurance, all staff have a responsibility within their own areas of work in helping to ensure that quality is embedded throughout the training department of TPS Tech Services.

6. Monitoring & Review

- This policy will be reviewed annually by the Director (Tomasz Saternus) or following significant regulatory or operational changes.
- Client feedback, audit results, and performance metrics will inform the review.
- Improvement actions will be documented and implemented as part of our continuous improvement cycle.

7. Responsibilities

Director: Overall responsibility for quality assurance and compliance.

Consultants & Associates: Responsible for applying QA principles in daily work and reporting issues.

Clients: Encouraged to provide feedback to support continuous improvement.

Approved by:

Tomasz P. Saternus
Director
TPS Tech Services

Date: 21.10.2025