

YGC (Ymgynghoriaeth Gwynedd Consultancy) is a multidisciplinary consultancy, providing innovative and sustainable solutions to meet the planning, design, and project delivery needs of the infrastructure & transport, property & building, environment and water & coastal sectors. Operating as a commercial entity within Gwynedd Council, we are the largest local authority run consultancy in Wales working with an extensive and varied list of clients, both in the public and private sector.

YGC aim to meet its obligations set by Gwynedd Council whilst putting the residents of the county central to all that we do.

YGC is committed to satisfying all compliance obligations including stakeholder and client requirements.

To help us achieve our aims and meet our commitments senior management have invested resources to establish and maintain a Quality Management System aligned with BS EN ISO 9001:2015. The management system is based on the principles of:

- **Customer focus** – Meeting their requirements and exceeding their expectations by putting their need at the forefront of our actions.
- **Leadership** – Providing unity of purpose and direction.
- **Engagement of people** – Empowering and engaging with our staff to create and deliver value.
- **A process approach** – Achieving consistent and predictable results through a coherent system and enhancing our ability to focus on key processes and opportunities for improvement.
- **Improvement** – Ongoing focus on improvement.
- **Evidence-based decision making** – Making decisions based on the analysis and evaluation of data and information gained from internal and external audits, assessments and client feedback.
- **Relationship management** – Managing our relationships with stakeholders and interested parties and putting the people of Gwynedd central to our operations and decision making.

YGC committed to adopting these principles and to continually improve the management system and the quality of service that we deliver.

YGC will establish quality objectives which are measurable and relevant to the services that we provide.

Through sound leadership at all levels and effective communication with our stakeholders YGC will deliver the principles and goals set out in this policy.

*Huw Williams*

**Head of Service**

**17/07/2017**