

MIROSLAV TADEJ CONSULTING

Quality Management Statement

Our commitment to consistent, high-quality delivery

PRINCE2 · Managing Successful Programmes (MSP) · Aligned with ISO 9001 quality-management principles

Document control

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1. Purpose and commitment

This Quality Management Statement sets out the commitment of Miroslav Tadej Consulting (“the Consultancy”) to delivering work of consistently high quality that meets the agreed requirements of its clients, satisfies applicable legal and regulatory obligations, and is delivered on time and within budget. Quality is not treated as a final inspection but as something built into every stage of how the Consultancy works.

The Consultancy’s approach to quality is underpinned by recognised project and programme-management practice — the Principal Consultant is certified in PRINCE2 and Managing Successful Programmes (MSP) and is a member of the Project Management Institute — and is consistent with the quality-management principles of ISO 9001, including customer focus, leadership, process approach, evidence-based decision-making, and continual improvement.

2. Scope

This statement applies to all services the Consultancy provides — web application development, cybersecurity assessment, and related advisory and support services — and to all engagements, whether for private-sector clients or public-sector bodies. It applies to the Principal Consultant and to any contractor engaged to deliver work on the Consultancy’s behalf.

3. Quality objectives

The Consultancy pursues the following quality objectives:

1. to understand and meet each client’s agreed requirements, fully and verifiably;
2. to deliver engagements on time, within the agreed budget, and to the agreed scope;
3. to produce work that is secure, reliable, maintainable, and well documented;
4. to communicate clearly and keep clients informed throughout delivery;
5. to identify and resolve defects and issues promptly and transparently; and
6. to learn from every engagement and continually improve how the Consultancy works.

4. Structured delivery framework

Every engagement is delivered through a structured, six-phase framework aligned with PRINCE2 principles. Each phase has defined inputs, activities, and outputs, and a quality checkpoint before the engagement proceeds.

Phase	Activities	Quality output / gate
1. Discovery	Requirements gathering, stakeholder engagement, risk identification, scoping.	Signed requirements document; client sign-off.
2. Proposal	Fixed-price quotation, project plan, risk register, change-control procedure.	Approved proposal and statement of work.
3. Design & build	Iterative development with regular progress updates and reviews.	Working product; weekly progress reviews.
4. Security testing	OWASP Top 10 audit, GDPR review, and testing of critical flows.	Written security clearance; defects resolved.
5. Deployment	Controlled release, deployment pipeline, handover documentation.	UAT sign-off; go-live; deployment runbook.
6. Support	Warranty period, monitoring, and optional ongoing support.	Benefits review; lessons captured.

5. Project governance and control

Quality is assured through disciplined project governance drawn from PRINCE2 and MSP practice:

- **Defined scope:** scope, deliverables, timeline, and acceptance criteria are agreed and documented before work begins, so success is defined and measurable.
- **Risk management:** risks are identified, recorded in a risk register, and actively managed throughout the engagement.
- **Change control:** changes to scope are handled through a formal change-control process — assessed for impact, agreed, and documented — so there are no surprises.
- **Progress reporting:** progress, risks, and issues are reported to the client regularly and transparently.
- **Stage gates:** the engagement proceeds through defined stage gates, each requiring the previous stage to meet its quality criteria.

6. Quality assurance in delivery

Specific quality-assurance practices are embedded in how work is produced:

- **Requirement traceability:** work is reviewed against the agreed requirements and acceptance criteria before it is presented to the client;
- **Testing & review:** code is reviewed and tested, with automated tests covering critical and security-sensitive functionality, in line with the Secure Development Policy;
- **Security assurance:** security and data-protection quality is verified through OWASP-based assessment before release;
- **Documentation:** each deliverable is accompanied by appropriate documentation, so that work can be understood, maintained, and handed over; and
- **Acceptance:** user acceptance is obtained before go-live, confirming the work meets the client's needs.

7. Client focus and satisfaction

The Consultancy places the client at the centre of its work. It seeks to understand not only stated requirements but the business outcomes the client is trying to achieve, and it measures success by whether those outcomes are met. Feedback is invited during and after each engagement, and is used both to resolve any concerns promptly and to improve future delivery. Complaints, should they arise, are taken seriously, acknowledged quickly, investigated fairly, and resolved with the client.

8. Competence and continual professional development

The quality of a specialist consultancy depends on the competence of its people. The Principal Consultant maintains current expertise through formal qualifications — including a Postgraduate Diploma in Cybersecurity (NFQ Level 9) and a Higher Diploma in Computing (NFQ Level 8) — professional certifications in PRINCE2 and MSP, membership of the Project Management Institute, and ongoing professional development. Any contractor engaged by the Consultancy is selected for relevant competence and required to work to the standards set out in this statement and the related policies.

9. Managing nonconformity and improvement

Where work does not meet the required standard, or a defect or issue is identified, the Consultancy acts to correct it, to understand its root cause, and to prevent recurrence. Issues, their resolution, and lessons learned are recorded, and improvements are fed back into the Consultancy's processes. This commitment to learning from each engagement is the basis of the Consultancy's continual improvement.

10. Review

This statement is reviewed at least every twelve months, and whenever there is a material change in the Consultancy's services or delivery practice. Reviews confirm that the Consultancy's approach to quality remains suitable and effective and identify opportunities for improvement.

11. Related documents

- Information Security Policy
- Data Protection Policy
- GDPR Compliance Statement
- Secure Development Policy
- Business Continuity & Disaster Recovery Plan

12. Approval

This Quality Management Statement is approved and issued by the Principal Consultant of Miroslav Tadej Consulting and takes effect from the effective date recorded in the document-control table above.

Name & role	Signature	Date
Miroslav Tadej Principal Consultant	Miroslav Tadej	13/06/2026