

Folder Name: AskRIGHT Quality Management System

Document Name: AskRIGHT Quality Policy

QTY-PCY-001

1. STATEMENT

AskRIGHT fundraising consultants and researchers help non-profit organisations across Australia and New Zealand raise more money by providing optimal fundraising strategies, recruitment and implementation; identification of donors and prospect research; and training to education, health, arts and culture, and community sectors.

AskRIGHT fundraising consultants and researchers have more than 100 years of combined experience. AskRIGHT aims to provide a high standard of service to its customers, driven by our mission and core values.

It is the policy of AskRIGHT to provide our clients with services to the agreed requirements in accordance with the details and price.

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System, seeking improvement by constant review and with all key stakeholders encouraged to participate. The Company is committed to achieving customer satisfaction by the use of quality procedures that will be operated to meet or exceed the requirements of ISO 9001:2015.


2. OUR MISSION

To Help Clients Raise More Money for their Important Work

We seek to build within client organisations a permanent, higher fundraising capability that supports the organisation long after our engagement is completed.

To achieve this, we recognise our core values of:

- ✓ Working ethically and within the public trust that supports philanthropic activity
- ✓ Adhering to and exceeding the [Professional Standards and Ethics of The Giving Institute](#).
- ✓ Being client-focused, developing tailored approaches to clients' specific needs and measuring client satisfaction
- ✓ Maintaining environmentally and economically sustainable processes
- ✓ Supporting the Not-For-Profit community through our Pro Bono Program and by the personal involvement of consultants and staff
- ✓ Providing advice that is based on research or an established body of knowledge
- ✓ Investing in the professional development of our consultants and staff
- ✓ Continuing to develop and improve in everything we do

Dr Daniel McDiarmid Name	Director and Principal Consultant Position	 Signature	15 May 2019 Date
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