



Mission Statement

It is the policy of DMR Collation Limited to maintain a Business Management System designed to meet the requirements of ISO9001:2015 and ISO27001:2022 in pursuit of its primary objectives of providing a legal support service to UK law firms in the collation and analysis of medical and other associated records.

It is the policy of DMR Collation Ltd to:

- Strive to meet the requirements of all our clients and interested parties and, wherever possible, to exceed their expectations.
- Comply with all legal requirements and codes of practice applicable to our activities.
- Reduce hazards and prevent injury, ill-health and pollution in the operation of our business.
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of our Quality Control & Audit Policy.
- Maintain a Business Management System that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.
- Maintain PAGE Accreditation to demonstrate to our clients that our business operations have achieved industry specific Accreditation.

Our Quality Control & Audit Policy (contained within our Workflow Handbook) provides a framework for setting, monitoring, auditing, reviewing and achieving our objectives and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on the service we provide to our clients. All client feedback is dealt with promptly in accordance with our Client Care Policy.

To ensure DMR Collation Limited maintains its awareness for continuous improvement, our Business Management System and all internal Handbooks, Policies and Procedures are regularly reviewed by the Senior Management Team to ensure they remain appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

Caroline Packer

Managing Director, DMR Collation Ltd