

QUALITY POLICY

COMMITMENT & LEADERSHIP

The Directors are committed to driving the company's objectives to achieve the supply of services to our clients in such a manner that it will, as a minimum, meet their expectations and will always strive to surpass them. Good leadership is considered to be key to success. The Directors and Management will actively engage at all levels within the organisation to encourage the full involvement of all personnel in order to achieve engagement with customers and meet the quality objectives of the company.

The commitment extends to targeting continuous improvement in both the quality of services provided to our customers and also the improvement of the Quality Management System which is key to ensuring increased customer satisfaction. In order to aspire to continuous improvement, the company will set quality objectives and will monitor the progress towards achievement of those objectives.

RELATIONSHIPS

The employees of the company are considered to be the most valuable resource. It will be ensured that competent and motivated personnel are engaged. Training and mentoring will be provided to encourage development of employees for both the benefit of themselves and that of the company.

It is also recognised that suppliers, subcontractors and advisors are key to the achievement of the quality objectives of the company. Management will seek to develop mutually beneficial relationships with these parties in order to improve quality of the services provided to the client.

PROCESSES

The company has always adopted a process approach to managing the business and the activities of the organisation will be managed by the use of the Quality Management System which is designed to comply with the requirements of BS EN ISO 9001:2015. The QMS is structured to manage the processes and activities and resources in a logical and efficient manner in order to achieve or exceed the required outcomes in a timely manner with minimum wastage and to the stipulated specifications. As a tool to achieving the required outcomes, management will consider the risk factors involved in its processes.

Monitoring of activities is a key tool in being able to make informed decisions about improvements in our processes and measurement of performance will be utilised to make such decisions.

COMPLIANCE

The Directors and Management will ensure that the company maintains compliance with all relevant statutory, regulatory and contractual requirements.

The company currently complies with the requirements of BS EN ISO 9001:2008 and has been externally audited by a UKAS registered provider who has granted registration to this Standard. We are currently transitioning to BS EN ISO 9001:2015 and this is scheduled to be completed during the course of 2018.



S. Owens
Director