

Quality Policy BS ISO 9001:2015

The **aim** of the company is to ensure that every client receives a service that encourages them to return to us with future business and to recommend us to others; this is achieved with the commitment and participation of all staff in the following:

To:

- Continually look to **improve** the effectiveness of our Quality Management System.
- Have a Quality Management System that is **documented**, implemented and maintained and subject to **auditing**.
- Achieve the **delivery** of projects on time and defect free.
- Promote the company's **quality culture** at all levels within the organisation and throughout our supply chain.
- Promote good working relationships with our **whole** supply chain to ensure that our own **high standards** are met.
- Effectively **maintain** our Quality Management System to comply with legal and other requirements as well as **BS EN ISO 9001:2015**.
- **Develop** staff to their fullest potential through training, promotion and encouragement.
- Always **listen** to our clients and understand their needs.
- Review our quality objectives, compliance, risks and opportunities.
- Sustain our level of **quality awareness**.
- Ensure our Quality Policy is **available** to all persons working for or on behalf of the company and **promoted** through our website, intranet and marketing.

We will take all reasonable measures to ensure that this policy and all other policies are implemented and reviewed on an annual basis.



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