

Quality Policy

It is the company policy to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy to ensure that:

- All of our customers and other stakeholders and interested parties expectations and requirements are fully understood and met or exceeded;
- We deliver a quality service to maintain excellent customer relations;
- All work is carried out consistently to a defined standard;
- We comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- We provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to fulfil our customer requirements;
- We strive to continuously improve our systems and procedures;
- Our staff are fully trained and involved in quality improvement and they are aware of their individual obligations in respect of this quality policy;
- We encourage suppliers to meet our own quality assurance standards;
- A professional approach to customer interaction is maintained at all times and any complaints are dealt with efficiently and within an acceptable time period;
- We strive for the reduction of hazards, prevention of injury, ill health and pollution;
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes and targets. Customer 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 customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Signed and dated copies of the company’s statement are held locally and can be produced on request.