



## **LTD Quality Policy**

The Management and staff of Ltd Limited believe it is essential that we consistently meet and where possible exceed our clients' requirements and expectations relating to quality, performance, timeliness, and cost of services we provide. Implementation of our Quality Management System will ensure that we meet these requirements providing Quality Assurance for all our services provided.

Senior Management affirm their commitment to enhancing the quality of the services provided by Ltd Limited through the implementation of ISO9001 and fully supports the provisions as detailed within this manual.

Ltd Limited ensure that in meeting customer satisfaction that all statutory or regulatory requirements involved in such work will also be met.

We will actively measure and monitor our service performance against our customers' satisfaction and our company objectives. We will proactively seek to continuously improve our service.

Achievement of this policy will involve communication between management, employees, customers and sub-contractors/suppliers who will be proactively encouraged to be involved in quality reviews and improvements.

Our Quality Management System including Policy and Objectives will be regularly reviewed through regular review meetings to assess suitability and where identified improvements will be implemented.

Issue date: 21/01/2019

Review date: 20/01/2020

Signed

Director

*A current signed and dated copy of this Policy Statement is displayed on staff notice board*

**HARDCOPIES ARE UNCONTROLLED UNLESS SIGNED**