

## QUALITY MANAGEMENT STATEMENT

Ashdale Lifting Services was established in 1996 to provide quality engineering services to local and national clients. We are based in Milford Haven, Pembrokeshire and employ 23 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We are accredited to:

### QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- Customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company..

This statement will be brought to the attention of all employees and copies are freely available to customers, suppliers, subcontractors, regulatory authorities and the general public.

This policy has been reviewed, formalised and endorsed by the Managing Director, who takes responsibility for its execution and require that it be a prime concern of employees at all levels.

Signed:



Designation: Jocelyn Mead, Managing Director, Ashdale Lifting Services.

Date: March 2018

