

	Document Name:	QUALITY POLICY		
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The continuing Policy of the firm is to provide a professional and efficient service to meet and exceed our customer's requirements. This achievement will result in securing efficiency and enhancement of long-term profitability.

The management team bears the responsibility for establishing, maintaining and implementing the firm's Quality Management System (QMS) for controlling those particular activities for which they are responsible. We undertake to ensure through instruction, practical example and training that Quality is the aim of all members of the Organisation and that each employee has a proper understanding of the importance of Quality. The management team will review business context to inform strategic direction of the QMS so it remains appropriate to the purpose of the business, and satisfies applicable requirements.

Equally every employee is responsible for, and will be trained to, perform the duties required by his or her specific role. Furthermore, the firm will ensure that any subcontractors employed for a particular function will meet specified requirements and will accept responsibility for their work.

The firm promotes continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001:2015 Standard.

The Standard provides a framework to help organisations design an appropriate quality management system. In essence it requires an organisation to adequately understand and scope out a client's requirements; to ensure progress on the client's work takes place; and that if there are problems, or the client requirements change at any point during the job, that there is a mechanism for managing these changes.

In addition there should be traceability of the "product" during and after the completion of work, the involvement of good quality selected suppliers, and access to the appropriate and up to date reference materials. Staff involved in particular tasks should understand what is required of them and there should be appropriately trained for the task.

The Standard requires procedures to be documented to the appropriate detail, to actually be used in practice, and for these to be audited internally.

We hereby certify that the QMS accurately describes the quality system in use within the firm to meet the requirements of ISO 9001:2015.

The QMS will be monitored regularly under top management's ultimate responsibility with regular reporting of the status and effectiveness at all levels. This policy will be made available to interested parties as required.

Approved:



Name: Stewart Cameron

Director

END