

QM5/3: Quality Policy (Standard reference 5.3)

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QUALITY POLICY

The route to continual success for Bristol Security & Property Management Limited lies through:

- Providing an excellent service that constantly meet customers' requirements
- Maintaining customer expectations – first time, on time and every time

It is the policy of Bristol Security & Property Management Limited to:

- Maintain and implement an effective management system
- Continually improve the effectiveness of the management system
- Establish and monitor measurable objectives
- Commitment to comply with applicable statutory and regulatory requirements
- Operate in accordance with best practice
- Ensure that staff are competent to carry out assigned work

Staff must:

- Understand the importance of their tasks in meeting company objectives and customer requirements
- Be aware of the specification of the service that is a result of their task
- Achieve the required service specification
- Contribute to the development and improvement of work processes and the BS EN ISO 9001:2008 management system

This Quality Policy and associated quality objectives are established and reviewed within each management review meeting, and are communicated and understood by all levels of our organisation – for its continuing suitability and effectiveness in achieving the aims of this Quality policy.