

QUALITY POLICY STATEMENT

A. Surman & Co Ltd is a construction and refurbishment business operating in the United Kingdom. In order to provide clear guidelines on how we manage quality throughout our business, we have developed a Quality Management System that has gained ISO 9001: 2015 certification, including aspects specific to its scope of certification.

Through regular communication with our employees, clients and supply chain on quality issues, and by acting on their feedback, as well as the review of this policy and the implementation of the quality management system at management review meetings, we are able to continuously improve what we do, which is to the benefit of everyone involved.

To achieve this, we shall ensure that companywide annual objectives and targets are established, communicated, monitored and measured. The continual improvement of our processes and people is fundamental to our success.

It is our aim to supply quality services that exceed the requirements of our customers. In order to do this, we intend to:

- Establish an environment that supports the production and delivery of high projects and services;
- Establish strong relationships with both customers and suppliers who will contribute to improving the quality of what is sold or purchased;
- Provide all employees with the training and support needed to supply/install quality products and services to all customers;
- Develop and build a QMS based upon employee involvement and the maintenance of the quality policy;
- Give individual responsibilities and accountability for the QMS to employees;
- Properly communicate the quality mission and objectives to all employees;
- Actively encourage each employee to realise his or her potential; and
- Foster the idea of a team approach within the organisation based on increasing the company's competitiveness by way of improved quality and productivity.

All employees and others working for A. Surman & Co Ltd are required to comply with this policy and ensure they co-operate and carry out activities in a responsible manner.

It is the responsibility of A. Surman & Co Ltd management and supervisory staff to ensure that this policy and its arrangements are implemented.

This policy will be reviewed annually and revised as often as may be deemed appropriate by A. Surman & Co Ltd and then brought to the attention of all employees.

Signed: 

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