

QUALITY POLICY STATEMENT

1. Multi Property & Ground Maintenance Ltd (the Company) recognises it has a responsibility to manage the quality of the products and services it provides to all Customers. The managing director responsible for quality C Smith recognises that ensuring and maintaining the quality of the work & services provided by the company is critical to the long term future of the company. In order to achieve this the company will:
2. Implement, operate, maintain, review and improve a Quality Management System in accordance with BS EN ISO 9001: 2008 to assist with the management of quality matters.
3. The Company, so far as is reasonably practicable, proposes in particular :
 - a) To ensure adequate resources for the Quality Management System requirements
 - b) To plan for quality requirements in all existing and future activities of the Company
 - c) To ensure compliance with contractual and legal requirements and standards
 - d) To maintain standards in line with current best industry practice
 - e) To provide adequate training and development of all staff to ensure they are capable
 - f) To assess the capability of suppliers and sub-contractors employed by the Company and only use those known to meet quality requirements
 - g) To monitor quality performance by audits, reviews of complaints, non-compliances and measurement of customer satisfaction to ensure required standards are maintained and to identify areas where corrective or preventive actions are required
 - h) To set objectives, targets and programmes with a view to continual improvement of the Quality Management System and services provided.

Senior Management team will share the responsibility for maintaining the overall operation of the Quality Management. Over all responsibility for the quality management system will be held by C Smith.

Senior Management shall further ensure that this policy is:

- a) Communicated to all staff and other interested parties.
- b) That the Policy and the Quality Management System are reviewed on an annual basis as a minimum to ensure they are up to date, effective and meet the overall objectives towards quality.

Signed: *C Smith*
Name C Smith
Position Director

Date 9th November 2023

