



QUALITY POLICY STATEMENT

It is the policy of the Company to provide cost effective landscape maintenance services that are fit for purpose and have the desired quality in accordance with customer requirements and specifications and any other applicable requirement.

By developing close working relationships and strong communication links with our customers we aim to deliver continual improvement to the service we provide. It is the responsibility of every employee to assist in maintaining systems to ensure the provision of high quality services to the complete satisfaction of our customers.

We shall listen to our customer needs and expectations whilst also identifying any risk and opportunities that may affect our ability to consistently provide services that meet stated or implied requirements.

To achieve this high-quality standard the Company is totally committed to the Quality Assurance Programme which meets the requirements of ISO 9001:2015. We shall endeavour to continually improve both the quality system and our performance by setting measurable objectives for our key processes.

We shall regularly monitor and review these objectives and communicate the results throughout the business.

The policy statement is on display at our premises and is made available on the internet at www.landscapeservicesw.co.uk and can be made available to the public via request.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business.

William Stops,

Managing Director: 21.03.19

