

QP015	<b>Quality Policy</b>		
Issue 7 04/05/2022			

## Introduction

It is the policy of Harwood to meet our customers' reasonable expectations in full. This includes quality, reliability, and delivery of the services we provide in the provision of building control, consultancy and landscaping services.

The Organisation operates a Quality Management System that meets the requirements of BS EN ISO 9001:2015 and supports our business strategy. The Quality Management System provides a framework to set quality objectives which are updated on a regular basis taking into account the identified risks and opportunities in our industry. It is a responsibility at all levels to ensure the quality objectives are met and that every effort is made to continually improve our services.

### Harwood is committed to:

- A meaningful Quality Management System, which is functional and properly maintained.
- Continually looking to improve the effectiveness of the Quality Management System.
- The achievement and enhancement of customer satisfaction.
- Meeting all agreed customer requirements.
- Satisfying the requirements of all applicable legislation and any other compliance obligations.

### To meet our commitment to quality the board will:

- Provide a robust Quality Policy, with clear objectives.
- Allocate adequate resources to operate the system.
- Make the quality system known and understood by all staff.
- Promote commitment to the quality system.
- Communicate to all staff the importance of meeting customer needs.
- Systematically review the Quality Management system, and analyse the reports from the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the systems.

### The objective

The quality objective is to achieve customer satisfaction by constant review and ongoing measurement and analysis of all our services and by constantly updating our training skills for all employees by both internal and external training where required. These requirements and objectives will be measured and reviewed at all Management review meetings held by the company.

The quality system will exercise control over all aspects of the company as required under the BS EN ISO 9001:2015 standard. We will also ensure that the quality system is known and understood within our organisation and will be under review in a systematic way for continuing suitability.

Signature:



CEO

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