

Quality Management Policy

Purpose

The achievement of customer satisfaction and regulatory conformity.

Commitments

Our commitments can be summarised as follows:

- To understand and meet customer requirements
- Achieve conformity with the relevant regulatory requirements of the UK
- Continually improve the quality management system
- Focus on our employee's participation in continual improvement actions
- Communicating all aspects of this policy with all staff

Continual Improvement Framework

Within this framework we will determine, set, and review relevant objectives:

Design, installation, and modernisation processes

- Install in accordance with the principle of 'right first time'

Maintenance and repair processes

- Ensuring our customers equipment works as consistently and continually as possible
- Responding to unforeseen issues quickly and effectively

Our employees

- Increasing awareness of continual improvement
- Providing relevant skills and information to all who work for us

Communication

- Increasing the awareness among our customers and clients of continual improvement

Scope

Design, supply, installation, refurbishment, and testing of permanently installed lifts and associated lifting equipment for the transport of passengers and goods, and the maintenance of such lifts, associated lifting equipment and escalators including office administration, site activities and travel to and from those sites within the geographical area of England.

Quality Performance

The intended outcome of our quality management system is to achieve the highest level of customer satisfaction. We will set indicators for our customer processes, quality system processes and outsourced processes that will determine our quality performance.


Responsibility

The managing director is responsible for implementing and maintaining this policy. Other staff are assigned relevant responsibilities within the management system.

Basis

Quality Management System – ISO 9001:2015

Approval

Name: Jake Elkins
Position: Managing Director
Signature: 
Date: 04/01/2024