

ALLIANCE

technical building services

CORE VALUE STATEMENT – QUALITY

Alliance Technical Building Services Ltd (the 'Organisation') is committed to providing high quality mechanical & electrical building services, designed, installed and maintained to the highest standards, alongside effective project management and outstanding customer service.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction – meeting or exceeding customer expectations of communication, performance, quality, price, delivery and after-sales care.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal and other regulatory requirements
3. Promote innovation and continually review advances in technology, which can lead to improvements in the Organisation's service to customers
4. Utilise the knowledge, experience and skills of members of staff for the benefit of themselves, the Organisation and customers.
5. Establish the Quality Policy and its objectives
6. Ensure that the CSR management review meeting sets and reviews the quality objectives, and reports on the effectiveness of the Quality Management System
7. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements, and constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability. All personnel understand the requirements of the Quality Policy and abide with the contents of the Quality Manual. Copies of the Quality Policy are made available to all members of staff.

Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

M. Thomas

Matthew Thomas, Director
Alliance Technical Building Services Ltd

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