



## Quality Policy Method Statement

The purpose of this is to provide a framework that assists with both effective and efficient operational management, and to ensure that all related requirements (customer, regulatory or legal) are suitably addressed and monitored.

The system applies to all aspects of operation from initial contact with clients and continues right through to the successful provision of the 'involved' service.

Thereby addressing both **Client needs and Expectations**

All staff, from top management down, need to be actively involved and committed to this at all times for this approach to benefit the business.

As a result, system compliance should be fundamental in all work undertaken and practiced daily in all activities, wherever the 'work environment' may be.

**Our 'mission statement'** for this being:

**"To provide Clients with a reliable and professional service that gives total reassurance and confidence at all times, whilst targeting continual improvement".**

Within this, we aim to provide best practice industry standards, resulting in a dedicated professional service to our Clients.

To assist in realising this policy in practice, supporting quality objectives have been determined and are monitored for achievement and consequently used to drive improvement initiatives relating to the effectiveness of the Quality Management System. Where appropriate. Internal and external monitoring will support this.