



QUALITY POLICY STATEMENT



HY-Scaff Scaffolding Services is committed to providing quality services and products for all its projects regardless of the nature or size and to meeting the needs of all its customers by continually enhancing, reviewing & continually improving our quality systems with the intention of providing our clients with the quality of service they expect from a professional organisation.

With this in mind, it is our policy to work towards the realisation of the following objectives:

- To provide a professional service in accordance with the requirements of BS EN ISO 9001:2015 and other related company procedures.
- Total client satisfaction, measured using predetermined Key Performance Indicators.
- To be recognised by our clients as a professional organisation providing a quality service, therefore increasing the potential for further market penetration.
- The communication and implementation of the quality policy, system and procedures at all levels of the organisation. Develop and maintain a culture that is self-critical, honest and transparent.
- Maintain an adequately resourced Quality Assurance system that enables us to evaluate our strengths and weaknesses accurately and to respond to them accordingly.
- Review our Quality Management system through an effective internal audit, and management review process.
- Set and monitoring Targets and Objectives
- Identify improvements to existing working practices

The Quality Policy, including this statement will be reviewed on (a minimum) of an annual basis.

It is the intention of the Managing Director that the policies and procedures outlined and detailed within this policy are implemented on each and every project; adequate resources will therefore be made available to ensure this is achieved.

The Company believes strongly that responsibility for quality assurance lies closest to the point of actual delivery. Therefore, all personnel are responsible for ensuring compliance with the requirements of the Quality System which will be formally monitored using the internal audit system as required by BS EN ISO 9001:2015.

Steve Paget
Managing Director

17th March 2018

Document No	Owner	Approved By	Dated	Version No	Page No
QMS/Policy/001	Paul Walker	S. Paget	March 2018	2	Page 1 of 1

(Uncontrolled when printed)