

Quality Standards Policy Statement

Management Commitment

The Managing Director is fully committed to developing and maintaining a management system within the company. The system shall encompass all activities carried out to service the needs and expectations of customers. The operation of the management system shall be continually assessed and improvements implemented, where practical, to increase the efficiency of the system, as follows:

- Every opportunity shall be taken to remind employees of the company objective of consistently meeting client and regulatory requirements.
- The quality policy detailed in clause 5.3 of this manual will be available to view at **head office**. The policy and company objectives will be fully explained to all newly recruited employees through their induction (6.2.2).
- Quality objectives will be established and reviewed at management review meetings, such objectives will be in line with operational and management system requirements.
- The Managing Director shall ensure adequate and suitable resources are available to maintain management system requirements.

Customer Focus

The Managing Director shall ensure systems are established to determine if customer requirements are being consistently achieved, with every effort being made to exceed client satisfaction levels.

Quality Policy Review

The Managing Director recognises that continued success and growth of the business can only be sustained by continually improving the way customer's expectations and needs are translated into excellent levels of service both on and off site.

Customers can expect that projects will be effectively managed to ensure completion of works on time and within budget.

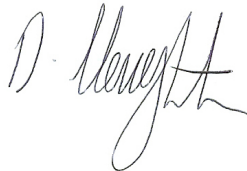
The following objectives are key.

In accepting the terms of contract conditions it is our responsibility to maintain an effective management system. The Managing Director believes that these goals will be achieved by ensuring that staff within the organisation are made aware of the need to improve the following areas:-

- Good communication at every level.
- Personal attention to detail;
- Coping with change and variance;
- Continual improvement of the methods contained in the management system.

Quality Policy

It is the belief of the Managing Director that the implementation of the management system throughout the company, together with the achievement of quality objectives will demonstrate our commitment to providing first class landscaping services with a reputation for professionalism and excellence. The objective of this policy statement is to ensure customer needs and expectations are being not only met but exceeded. This policy shall be continually reviewed for suitability at management review meetings and is fully endorsed by the Managing Director who is responsible for ensuring it is known and understood throughout the organisation.

Signed: 

Managing Director

Date: 1st August 200