



DRAIN 247 QUALITY POLICY

The quality of the service and work provided by Drain 247 to its customer's is the concern of each member of the organisation. It is recognised that we can only progress through the provision of a level of service and work that meets our customer's needs and expectations. It is therefore our objective to:

- Ensure we satisfy our customers' needs and expectations.
- Make commitments we fully understand and believe we can meet.
- Meet the commitments made to customers within the agreed timescale.
- Create a culture for continuous improvement, envisage objectives and implementation of risk based assessment to ensure management resources in all quality matters and include in the overall company business plan.
- Performing our work in a responsible manner.
- Comply with all applicable laws and regulations, both current and future.
- Use qualified and experienced staff with the capabilities to achieve our goals.
- Train our staff in the Organisation's policies and procedures and develop the skills and abilities to meet our joint aspirations.
- Top management ensure any changes to the Quality Policy are controlled and reflect the changing Objectives, Risks and Context of the company

To assist the company in achieving its quality requirements it is committed to operating in a manner that maintains compliance to the International Quality Standard ISO 9001:2015 and facilitates ongoing IMS system improvement.

It is the Organisation's belief that, in operating to these standards, it will achieve the needs and expectations of our customers.

This Quality Policy Statement has been approved & authorised by:

Managing Director: Jim Rabulan

Review Date: 26/04/2019

Drain 247

Date: 26/04/2018