

## 5. Quality Policy

### 1. Policy Statement

1.1 It is the goal of South West Scaffolding Limited to provide our customers with a level of service which meets and exceeds their expectations. We aim to fully understand our customers' requirements and provide a service to meet those needs.

### 2. Our Commitment

2.1 We commit to satisfy our legislative and client requirements whilst continuously improving the effectiveness of our Business Management System.

2.2 South West Scaffolding Limited is committed to equality in employment opportunity and rewards. Our employee's welfare and interests are foremost throughout all aspects of our business. By having the right calibre of highly trained, reliable staff to meet market demands will enable us to meet client quotas and demonstrate a level of professionalism and ongoing commitment to improving the services we offer and maintain. This will enable us to achieve increased profitability and ensure the continued and sustainable growth of the business through re-investment and training.

### 3. Quality Objectives

3.1 South West Scaffolding Limited has an established BMS in place which provides the framework for measuring and improving our performance and setting quality objectives. The following systems and procedures help to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback, audit results, complaints and acting immediately and decisively, thereby improving our service and company resilience
- Selection and performance monitoring of suppliers
- Training and development of our employees continually improves their skills, awareness and knowledge of core values in quality and practices
- Regular evaluation of our Business Management System for long term continual improvement

For and on behalf of South West Scaffolding

*Steve Watson*

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Managing Director

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