

## Quality Policy

The Director of Ulyett Landscapes Ltd. recognises that the continued success of the company depends upon its ability to satisfy all customer demands in a cost effective manner.


### Company Objectives:

- To exceed customer expectation by the provision of an exemplary level of service.
- To work closely with interested parties to develop and increase core market penetration and seek new marketing opportunities.
- To comply with all legislation relevant to activities and demonstrate top management commitment to upholding the requirements ISO 9001: 2008 in conjunction with BS4428: 1989 (ACOP General Landscaping) & BS7370-1: 1991 (standards Grounds Maintenance).
- To measure performance, evaluate and yield improvement opportunities across all divisions and core activities through audits, customer feedback and other agreed performance indicators.

### The Director: -

- Has nominated European Quality Assurance of Newark as the company quality auditors (EQA ISO 9001-2008 Reissued 20<sup>th</sup> June 2014) and is committed to transition to ISO 9001 - 2015 by 2017.
- Is to engage all management to participate in the quality and business management systems.
- Will formulate and maintain mutually beneficial relationships with both our customer and supplier base to attain quality and sustainable outputs.
- Communicates this policy throughout the organisation to all staff at whatever level ensuring that everyone understands the importance of the system.
- Will promote ownership and engagement through good leadership.
- Ensures that top management specifies, records and develops core competencies and adopts best practices through training, instruction and supervision.
- Will meet all statutory, Health, Safety and Environmental regulatory requirements.
- Along with top management will continually review the policy and its objectives and aim to ensure the highest quality standards are obtained.

Signed: Mark Burton - Managing Director



14<sup>th</sup> March 2016