

Policy No. 1

Quality Policies & Procedures Quality Policy Statement

Clear Route
Utility Services Limited
235 Hampton Road
Ilford
Essex
IG1 1PP

www.clear-route.co.uk
info@clear-route.co.uk

Master Copy Held in London	
Alister Mitchell	
Document Co-ordinator	
Clear Route	
Issued 22/11/2013	Issue Status: Active.
Review Period	1 Year(s)
Approved By	Peter Salmon

NOTE 1: This is a CONTROLLED Document as are all management system files on this server.

Any documents appearing in paper form are not controlled and should be checked against the server file version prior to use.

Table of Contents

1	Policy	5
2	Strategy	5
3	Accountability and Responsibility	6

1 Policy

The Board of Directors is committed to provide a quality of service which:

- Satisfies the requirements of our customer's.
- Satisfies statutory and regulatory requirements.
- Fulfils health, safety, environmental and engineering reliability requirements.
- Seeks continual improvement in performance.

2 Strategy

The Board of Directors will meet their commitment to developing the quality performance of the company by:

- Establishing a quality management system which
 - a. Is communicated throughout the company and conforms to the requirements of ISO 9001:2008.
 - b. Is periodically reviewed to monitor the continuing adequacy and effectiveness of the system.
- Ensuring that quality objectives are established, reviewed and understood by everyone in the company.
- Ensuring that everyone within the company realises the importance of understanding and then satisfying the various requirements (particularly customer, statutory, regulatory and ISO accreditation requirements).
- Ensuring that auditing takes place to identify non-conformance, required preventive and corrective actions and highlighting opportunities for improvement.

3 Accountability and Responsibility

The Board of Directors are accountable for quality matters within the company and are committed to this quality policy.

Managers and supervisors are responsible for quality performance on the work undertaken in their respective areas/departments.

Employees can help improve our quality performance by:

- Understanding what we must provide in terms of quality of service to meet the customer's requirements and those of this management system.
- By discussing any quality concerns with their manager and helping to resolve those concerns.

Original signed by:			
Name / Role	Responsibility	Signatures	Date
Charles Bray	Policy Owner		31 st August 2017
HSEQ Advisor			
Peter Salmon	Reviewer		31 st August 2017
Managing Director			
Date		Date: 31 st August 2017	
Review Period		1 Year	
Uncontrolled when Printed			