



Policy Quality CSP09

Objective

This policy describes the overall statement of intent with regards to quality across all areas of the business.

Responsibility

All employees

Page	Issue		Revision Details	Prepared	Authorised
	Rev	Date			
All	0	11/05/15	Initial	G.Rees	D.Dark
All	A	23/05/17	Change format of document	G.Rees	D.Dark
All	B	08/8/17	Policy updated and objectives removed	G.Rees	D.Dark
All	C	14/03/18	Policy reviewed for ISO 9001;2015	M.Watkins	D.Dark
All	D	10/01/19	Policy reviewed. New Company Logo	M.Watkins	D.Dark
All	E	06/02/19	Amended to reflect NHSS 20	M.Watkins	D.Dark
All	F	13/03/19	Location, communication and availability	M.Watkins	D.Dark
All	G	21/02/20	Remove Reference Documents from header.	M.Watkins	D.Dark
All	H	16/02/21	Amended to reflect ISO 3834	M.Watkins	D.Dark
All	H	16/02/22	Policy reviewed.	M.Watkins	D.Dark
All	H	13/02/23	Policy reviewed.	M.Watkins	D.Dark



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Doc CSP09 Rev H

Quality Policy

Code Serve LTD is dedicated to ensuring that all of its products and services fully meet the needs and expectations of its interested parties at all times.

The goal of the Company is to achieve the highest level of customer satisfaction.

The Company believes in the concept of interested parties working together in pursuing this policy and in continually striving for improvements in service quality.

This quality policy is based on 3 fundamental principles:

1. *Ensuring that we fully identify and conform to the needs of our customers.*
2. *Looking at the service we provide, identifying the potential for errors and taking the necessary action to eliminate them.*
3. *Ensuring everyone has an understanding of our client requirements and performs their job to the highest standard first time.*

To ensure that the policy is successfully implemented, Code Serve staff will be responsible for identifying interested party needs and expectations and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set based on facts, determined, and monitored at regular Management Reviews in line with ISO 9001: 2015, ISO 3834 and the National Highway Sector Scheme 20.

The quality policy principles, actions to address risks associated with threats and opportunities and agreed improvement objectives will be communicated and available to staff and third parties at all times or as required in line with ISO 9001: 2015.

Training will also be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating the Company under the disciplines and control of a Quality Management System certificated to ISO 9001, planned and developed jointly with our other management functions.

Top management commits its support for the NHSS20 and ISO 3834 scheme .We are also to committed to any applicable National Highway Sector Schemes. All staff within the company are committed to operating continuously to all standard and we as a company we will maintain the necessary Quality standards consistent with our customer and interested party requirements.

Our Company will constantly review and improve our services and systems to ensure agreed actions and objectives are completed in the most cost effective and timely manner for the benefit of all our interested parties ensuring that the actions address our known risks associated with identified threats and opportunities to the business.

We shall ensure that all our personnel understand and fully implement the Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

This policy has been endorsed by the director which gives its full support to its implementation.

This policy is communicated to staff and sub-contractors and other interested parties.

The quality policy is on display in the company's main reception, workshop notice board , Construction line and the company website. This policy is reviewed annually.

Code Serve Ltd will supply a copy of the Quality policy on request.

A handwritten signature in black ink, appearing to read 'Dan Dark'.

Signed: _____ Dan Dark : Director

Date: 13/02/23