



## Quality Policy

First Choice Facilities Services Ltd is an established organisation that is dedicated to ensuring that all services fully meet or exceed customer requirement.

Our Management System complies with the requirements of BS EN ISO 9001 and with requirements of the appropriate regulatory bodies.

### **Our Quality Policy is to:**

- Provide a highly professional service that fully satisfy customer requirements
- Comply with all relevant legislation
- Ensure all staff are trained and made aware of all quality documentation so that they can implement policies and procedures in their work
- Ensure the competence of all external resource
- Aim at all times to purchase products from responsible organisations
- Continually improve the effectiveness of the quality management system and all our services

### **Our Objectives:**

- To improve business efficiency
- To have satisfied customers and to maintain good business relationships
- To have a committed and loyal workforce
- To be set apart from competitors
- To maintain profitability and growth

### **We will maintain our policy and achieve our objectives by:**

- By establishing, implementing and maintaining a quality management system certified against BS EN ISO 9001 and which complies with the requirements of the appropriate regulatory bodies and legislations
- Setting and reviewing measurable objectives with targets and ensuring they are met
- Providing the necessary resources and ensuring responsibilities are determined and communicated throughout the company
- Evaluate our product and service providers to set criteria
- Undertake regular internal audits
- Seek customers feedback and address any negative points highlighted
- Regularly review the effectiveness of the quality management system and assessing opportunities for continual improvement

The Managing Director is ultimately responsible for implementing the Policy and to ensure it is reviewed regularly to assess its suitability.

Signed on behalf of First Choice Facilities Ltd

*Mark Hurley*

**Mark Hurley**

CEO – 01/11/2019