

CORRECT CONTRACT SERVICES QUALITY POLICY

<u>Revision History</u>				
Document No.	Revision	Date	Process Owner	Description of Change
QD004	1	11/06/2024	Quality	Document revised after review

Correct Contract Services Limited (CCS) recognises that maintaining quality standards in all activities is key to our success and reputation and ensures that our services always meet the requirements of our customers.

CCS is therefore committed to a policy which fulfils the requirements and manages the expectations of our customers in all ways and meets with all regulatory requirements in relation to our business and the environment. To achieve this commitment, a documented Business Management System (BMS) which meets the requirements of BS EN ISO 9001:2015 has been established in which the Managing Director is responsible for determining measurable objectives for customer satisfaction and the aspirations of the company.

The Business Management System operates to support the provision of an exceptional service to our customers involving a series of processes which are operated within the business. Appropriate key performance indicators are used to identify potential improvements in the company's capability.

CCS believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality, safety and sustainability.

The quality policy is based on 6 fundamental principles:

- **Compliance** - Ensuring our Business Management System always complies with all applicable legal and regulatory requirements.
- **Customer Satisfaction** - Ensuring that we fully identify and conform to the needs of our customers and clients to deliver an exceptional service at all times.
- **Our People** - Supporting the wellbeing and personal development of our people, so that CCS is considered one of the best places to work. Everyone understanding how to do their job and doing it right first time.
- **Safety** – Operating to the highest standards of safety at all times, including but not limited to; employees, customers and the public.
- **Sustainability** - Protecting and minimise our impact on the environment, through the consideration of all activities within the company.
- **Continuous Improvement** – Continuously scrutinising our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.

The processes and practices described in the BMS are adhered to by all employees. Objective evidence is provided to demonstrate that the system is maintained and that the processes are being effectively operated.

The company continually improves the effectiveness of the BMS and the objectives are appraised at management review meetings at which this policy is examined for continued suitability. The system is maintained by ongoing verification activities, together with appropriate training and education of those involved and the overall improvements sought are monitored as part of the regular management review of the system.

All employees are fully briefed on this policy and its objectives during their induction. They also receive ongoing training and education throughout their employment to reinforce the company's commitment to these objectives and to emphasize the role they play in achieving them.

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Approved by Danny Gladwyn, Managing Director

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