

Combined Quality, Health and Safety and Environmental Manual

QUALITY POLICY STATEMENT

Lift Specialists Limited seeks to preserve its excellent reputation in all aspects of lift engineering it undertakes. We have a commitment to providing a service that meets, and where possible, exceeds the requirements and expectations of all our customers and Regulatory Conformity.

To this end we will continue to provide a professional design service that fully meets the requirements of all relevant regulations and other relevant standards, complete work in accordance with current quality standards and to seek ways of continual improvement in the business processes. We have also established certain “quality Objectives” and commitments, which are defined targets to be achieved either as part of the routine function of the business or as part of the continual improvement process. These objectives will be periodically reviewed and revised as necessary.

We have valuable goals:

- *To satisfy our customer requirements*
- *To ensure our employees welfare*
- understand and meet customer requirements.
- Achieve conformity with the relevant regulatory requirements of the UK such as the Lift Regulations
- Continually improve the quality management system.
- Regularly review this policy,
- Encourage our employee’s participation in continual improvement actions.

We always remember that the customer has a choice – we seek to become the first choice.

Whilst maintaining a Quality Management System that meets the requirements of the International Standard (ISO 9001:2015) we shall meet the spirit of The Standard by and continually improve our processes by:

- Acknowledging that the words commitment, customer service and professionalism are fundamental to the Company’s vocabulary.
- Recognising that every employee has a role in the achievement of quality.
- Respecting each other as we would a customer.
- Adopting a positive approach to continual improvement of all Company activities.
- Understanding that prevention, instead of detection is the correct approach of a quality system.
- Increasing our employee’s awareness of continual improvement and knowledge of standards.
- Providing our employees with the relevant skills, training and information to implement the standard.

The performance of our customer processes, quality system processes, and outsourced processes will be subject to regular review to determine and improve our quality performance. This policy shall be communicated to all employees, controlled and regularly reviewed to ensure suitability.

Signed



Managing Director