

Quality Policy

STATEMENT OF INTENT

Burgess is involved in high quality commissioning management, commissioning and validation activities and has a vision to be synonymous with professionalism and innovation together with faultless and safe project delivery in every operational area.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. Top management is committed to:

1. Developing and continually improving the QMS and its effectiveness
2. Delivering a prime quality goal of enhancing and maintaining a high level of customer satisfaction

The management has a continuing commitment to:

1. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving and improving client satisfaction
2. Communicate throughout the Organisation the importance of meeting the client needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Monitoring and Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources

The business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

The aim of our Quality Management System is to ensure that:

- ➔ Burgess delivers a quality service to maintain excellent client relations
- ➔ Customer satisfaction remains inherent to our business
- ➔ Our customer's requirements have been fully understood and met
- ➔ All work is carried out consistently to a defined standard
- ➔ We have the skills and resources to fulfil our customer requirements
- ➔ Our staff are fully trained and involved in quality improvement
- ➔ We strive to continuously improve our systems and procedures
- ➔ We only use services that meet our own quality assurance standards
- ➔ A professional approach to customer interface is maintained at all times
- ➔ Any complaints are dealt with efficiently and within an acceptable time period

BURGESS

Burgess recognises the importance that the quality of our service has to the future of our business. Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This quality policy statement has been implemented into the Burgess QMS and will be reviewed at regular intervals.

Burgess Management Consultants Ltd



Director Responsible
for Quality Assurance

Date: 1st January 2020 For and on behalf of Burgess Management Consultants Ltd