BURGESS

Quality Policy

STATEMENT OF INTENT

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

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

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

The management has a continuing commitment to:

- Ensure that client needs and expectations are determined and fulfilled to achieve and improve client satisfaction
- The organisation communicates the importance of meeting the client's needs and legal requirements
- Establish the Quality Policy and its objectives
- Conduct monitoring and management reviews of the effectiveness of the implementation of the Quality Management System
- 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.

Our Quality Management System aims 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 improve our systems and procedures continuously
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is always maintained
- Any complaints are dealt with efficiently and within an acceptable time period

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STATEMENT OF INTENT

Burgess recognises the importance of our service's quality to the future of our business.

Quality is a degree of excellence that is ever-changing. Every staff member is involved in managing how we can improve today, tomorrow and long into the future.

Quality is our passport to customer satisfaction and our future business from the smallest procedure to the largest contract.

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

Ryan Mamotte
Operations Director
Director Responsible for Quality Assurance

5th January 2026

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