

## **Quality Policy**

Inex Works Group Ltd is a provider of grounds maintenance, winter maintenance and specialist landscaping. The company are committed to achieving complete customer satisfaction and quality of service, via continual planning, checking review and improvement of all its business processes and best working practice.

In order to achieve this, this policy is defined and strongly driven by the following principles and behaviours, providing a framework for setting and reviewing specific quality objectives at our monthly management meetings, and forming the basis for our Quality Management System and the satisfaction of it's requirements:

- Maintain existing quality standards and service levels for all interested parties via best working practice, ensuring customer's specific needs are recognised and achieved with productive feedback sought;
- Maintain and promote existing company values in order to ensure its long term success;
- Ensure continual compliance by employees to this policy, QMS system and it's agreed processes by specifically appointed process managers;
- Ensure continual improvement on existing processes and working practice of the QMS via employee participation by innovative suggestion and working methodology;
- Ensure the communication and understanding of this policy to all interested parties internal to the organisation;
- Ensure the availability and formal documentation of this policy to all interested parties external to the organisation;
- Provide encouragement and the promotion of all suppliers and sub-contractors used by the company to adhere to the same commitment and principals;
- Ensure continual research into best preventative practices in relation to risk management;
- Ensure the continual development of employees via competency and accountability



Louise MacKinven

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Operations Director

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