

Quality Policy Statement

Quality & Service Limited is a wholly independent limited company (co-owned by the two directors, Sue Payne and John Rodgers).

With a combined 30 years plus experience within the business Sue and John (Q&S) commenced trading in January 2000 with the specific aim of returning to basics by providing quality landscaping with "old fashioned" customer service provided by committed and trained individuals.

As an independent company, Q&S retains the ability to be wholly flexible when dealing with individual clients, and amending their service to fit our client's precise needs.

Our scope of work includes:

"Commercial Grounds and Garden Landscape Maintenance (to the Interior and Exterior. Landscape Design and Installation")

In order to maintain its Policy of continuing quality improvement, Quality & Service shall monitor the quality and effectiveness of its services and operating systems and shall: -

- **Maintain an Integrated Management System which satisfies as a minimum the requirements of ISO 9001:2015 and that of ISO 14001:2015.**
- **Ensure the communication, understanding, implementation, maintenance and commitment to this Policy by all personnel throughout the Company.**
- **Specify in operating documents the requirements to control the quality of material and services at all necessary operational stages.**
- **Pursue an active policy of defect prevention across the full range of Company activities.**
- **Maintain records as objective evidence to show compliance with quality Requirements.**
- **Review, update and improve the Company Integrated Management System to ensure that quality requirements are met in an efficient and cost effective manner.**

This **Quality Policy** shall be regularly reviewed at the management review to ensure it's continued suitability in meeting the purpose and aims of the Company. During the management review the quality objectives of the Company shall be defined and updated as necessary.



Managing Director

Date: 02/01/2025