



5.3 Quality Policy

The directors of Ulyett Landscapes Ltd recognise that the continued success of the company depends upon its ability to satisfy all customer demands in a cost effective manner.

It is the absolute policy of the company to:-

- Exceed customer expectation by the provision of an exemplary level of service
- Achieve continuous measurable improvement across all divisions and core activities
- Develop and increase core market penetration and seek new marketing opportunities

To demonstrate top management commitment to meeting the requirements ISO 9001 : 2000 in conjunction with BS4428 : 1989 & BS7370-1 : 1991.

The directors have:-

- Nominated European Quality Assurance of Newark as the company quality auditors. (EQA ISO 9001-2008 certificate U7859 22 Reissued 20th September 2009)
- Continually review policy and objectives at regular intervals. Progress shall be determined by measurement against agreed performance indicators. Specifically, customer responses and targeted efficiency measurements.
- Appointed a management representative to control the quality and business management systems.
- Engender mutually beneficial relationships with both our customer and supplier base.
- Communicate this policy throughout the organisation to all staff at whatever level ensuring that everyone understands the importance of the system.
- Specify, record and develop core competencies
- Meet all statutory, health and safety and other regulatory requirements

Signed

30th March 2010

Contracts Director

Signed

30th March 2010

Director