



Tradeslink

Asbestos & Construction
Recruitment



Quality Policy

2020-2021

Policy statement

Tradeslink is committed to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improving processes, products and services, meeting and exceeding customer satisfaction at all times. The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Managing Director. It is compulsory that all staff recognise and accept our philosophy of quality service delivery, accepting accountability for their own output.

Our quality management policy conforms to the standard of UKAS ISO 9001: 2015. The ISO quality principles form the foundations of our business procedures, processes and policies. This Quality statement represents our quality stance and the practices and principles we apply when conducting business.

The company quality management system requires the creation of key performance indicators (KPI's) which enable us to measure contract performance, organisational performance and client satisfaction. The information collected is used for benchmarking purposes, and is a key component of our management systems. The KPI information is collected, collated and analysed monthly with an aim of achieving improved client satisfaction and the overall quality of our works.

Commitment

To maintain our commitment to high levels of quality service delivery, we proactively seek to:

- Maintain a documented system to manage the company's services that meets the requirements of ISO 9001:2015.
- Having a thorough understanding of our clients and their business requirements.
- Ensure that the highest levels of client confidentiality are maintained.
- Ensure that any activities that would affect the company's impartiality or operational integrity are avoided and reported by employees immediately to management.
- Encourage feedback from clients to enable us to continuously improve the service provided.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Promoting a 'do it right first time' attitude towards quality.
- Achieving and maintaining a standard of excellence in the operation of our business.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation.
- Ensuring that our quality management system provides a framework for the management and control of our activities for Quality, Environment and Health & Safety. It also assists in establishing and reviewing strategic objectives for the company.
- Ensuring that all company policies and procedures have the full support of the Managing Director.

- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- Continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our customers' expectations and all current and impending legislative requirements.

The policy and all aspects of the Tradeslink Quality Management System (QMS) is to be understood, implemented and maintained at all levels of the Organisation and shared with our stakeholders, contributors & other stakeholders.

Management will on a regular basis will review and re-appraise this policies effectiveness to maintain the QMS. This review will take into consideration all facets of the business to provide a robust re-evaluation.

The successful implementation of the policy relies on all responsibilities being fulfilled with the general aim of continuous improvement through monitoring and an annual review.

This Policy was approved & authorised by:



Seán Doyle
Managing Director

Date of review: 23/03/2020
Date of next review: 22/03/2021