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ATLAS MAINTENANCE (SCOTLAND) LTD
The Complete Building Maintenance Service

COMPANY QUALITY POLICY

It is the policy of Atlas Maintenance to provide its customers with a service that fulfils their specified requirements.

The following principles are applied throughout the company:

1) Full commitment of all personnel to deliver a quality of service. It is also our intention to improve customer satisfaction level by inviting comment through our customer questionnaires.

2) Full commitment of all personnel to active involvement in making improvements and this will be communicated with all staff.

3) Full compliance with all applicable legislation.

4) Full Commitment to on-going training and development of staff.

5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards

6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."

A Quality System is in operation throughout the company which is designed to comply with the requirements of BS/EN/ISO 9001:2008 as well as continually improve and review the effectiveness of these systems.

The ISO system defines the commitments of the company, and the complementary Quality Procedures and Method Statements detail the methods that are employed to ensure Customer Satisfaction. Targets are set at management meeting and the policy will be reviewed annually.

Signed: *Robert Dodds*

C Eng MCIBSE FBIFM
Managing Director