

Quality Policy

Clarks of Amersham - Policy Reference Number: CoA 14

The Quality Policy of the Company has been prepared and endorsed by the executive management to ensure that our customers receive services that meet the requirements of BS EN 12522:1998,

They are to receive quality, reliability and integrity in the services provided by the Company and the customer's needs expectations and requirements are to be met and maintained.

It is the Company's objective to achieve and maintain a quality assurance programme through the adoption of the above standard together with good managerial skills and techniques, excellent customer service, proper systems of control, training of staff and provision of appropriate equipment and compliance at all times with the relevant legislation.

The Company operates in compliance with UK Health & Safety Legislation and has a Health & Safety Policy which is communicated to all employees. It is fully aware of its environmental obligations and aims to comply with environmental guidelines issued by the Government and by local authorities.

The Quality Policy is aimed at developing in each employee a sense of personal responsibility for continual quality improvement.

The Company aims to demonstrate its commitment to quality through adherence to this Policy by all personnel and therefore the system is mandatory for all employees.

This Policy should be used along with the Health & Safety Policy and the Environmental Policy to inform all persons of the obligations to be met both within the business and in dealing with customers, suppliers and the general public.

This Quality Policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.

Effective Dates/Revision Number

Specifies the dates of applicability of the policy. Additionally, a version number for change control purposes must be included.

Effective Date:	18/09/2017
Last Review Date:	14/03/2019
Next Review Due:	March 2021
Version:	1.2