

QUALITY ASSURANCE SYSTEM MANUAL ISO 9001:2015

5.2 QUALITY POLICY

Hodgson Sayers are committed to ensuring the quality management principals below are adopted throughout the business to enhance customer satisfaction, promote continual improvement & add value to the business. Hodgson Sayers are committed to satisfying the requirements of the standard & shall focus on the following elements:

Customer Focus

Without customers we have no business, we depend on them to operate, ensure future growth & increase our market share. Customer focus must be at the heart of everything we do, we must strive to ensure we consistently meet our customer's needs, with an aim to exceed their expectations.

Leadership

The senior management team are committed to the Quality Management System & will continue to direct & support the organisation by establishing clear objectives & targets which are reported on. Actively encouraging the engagement & cooperation of all employees to help achieve targets & promote continual improvements.

Engagement of People

People are at the heart of the business, their knowledge, understanding & the value they bring to the business cannot be overlooked, as it is what helps make us successful. We target to ensure appropriate & competent resources are provided for the effective operation of the management system. We treat our people with respect & in turn expect them to be accountable & responsible for their actions.

Process Approach

Planned processes & their interactions have been defined throughout the organisation for the effective operation of the Quality Management System, to meet the requirements of ISO 9001:2015 Standard & other customer specific quality & other applicable requirements. This approach when aligned & operated should enable the achievement of objectives & increase efficiencies throughout the business by saving time, reducing costs & eliminating waste.

Improvement

Standing still is not an option in business, to achieve continued success we must lead by example & be at the forefront of future developments to improve performance. Only by operating as a progressive & flexible business can we add value, adapt to new markets & provide our client with innovative solutions.

Evidence Based Decision Making


Business is built on fact & not fiction, data recording & collection is essential for analysis to measure our performance & make informed decisions.

Relationship Management

We believe in working in collaboration with our stakeholders, we can promote mutually beneficial relationships, providing economic solutions, improved performance & efficiencies.

This Quality Policy is reviewed at planned intervals & evaluated as part of the overall review of the Quality Management System to ensure it achieves its stated objectives.

As Managing Director I take responsibility for the approval of the quality management system described in the quality manual and supporting the implementation & communication of the policy.

SIGNED:- 
(John Sayers)
MANAGING DIRECTOR

DATE: 10th May 2018
NEXT REVIEW: 10th May 2019