

## ORCHARD & SHIPMAN QUALITY POLICY

As a major provider of property services Orchard & Shipman's aim is to ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work.

Orchard & Shipman is committed to:

- Delivering a quality service to maintain excellent customer relations
- Ensuring work is carried out consistently to a defined standard
- Ensuring our employees are fully trained and involved in quality improvement
- Continually striving to improve our systems and procedures
- Ensuring a professional approach to customer interface is maintained all times

It is the policy of Orchard & Shipman to:

- Provide and maintain a Quality Management System that meets the requirements of ISO 9001:2015 and all relevant statutory, regulatory and other requirements
- Communicate the System throughout the business and providing appropriate training to ensure that all employees understand and embrace the requirements of the system.
- Continually improve in all areas of the Business.
- Continually monitor and review the system to ensure that our system continues to meet our requirements and remains suitable for our Business and Customer needs.
- Listen to our Customers to fully understand their needs and requirements such that we continually meet or exceed their expectations.
- Set and disseminate quality objectives throughout the Business, providing the framework for measuring objectives and regularly reviewing the outcomes.
- Ensure that our Customers receive our services and products that meet their requirements, when we promised them.
- Maintain a culture and workplace which allows our employees to develop and reach their potential in line with our business objectives.
- Continually seek ways to improve all aspects of business performance in order to provide returns to all our stakeholders

We will communicate this policy to all our employees and ensure they are given appropriate training to raise awareness of quality issues. Orchard & Shipman Group will review this policy on an annual basis, taking account of any changes within legislation, our organisation, and other factors.

Orchard & Shipman will make this policy available when requested to interested parties including members of the public.

Signed:



Michelle Bowler  
Operations Director

Date: 01/06/2020

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