



MUCK-SHIFTS - NATIONWIDE TIPPER & GRAB HIRE - AGGREGATES

## Quality Policy Statement

A1 Services ( Manchester ) Ltd is dedicated to the quality of our services and products and will ensure that these fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

A1 Services believe in the concept of client and supplier working together in pursuing this policy and continually striving for improvements in service quality.

The policy is based on 3 fundamental principles:

- Ensuring that we fully identify and conform to the needs of our customers.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- All involved understanding how to do their job and doing it correctly the first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Our company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our company's policies and objectives and are able to perform their duties effectively through an ongoing training and development program.

Signed:   
 John Walsh  
 Managing Director

A1 Quality Policy Statement	Issue date	Review date
Version 1	2 <sup>nd</sup> March 2020	2 <sup>nd</sup> March 2021
Reviewed by Andy Banks		
Approved by John Walsh		