

## HAWKS CRANE HIRE LIMITED

## Quality Policy and Procedures

## **Quality Policy**

It is the policy of Hawks Crane Hire Ltd that all of our activities are carried out in accordance with our business management system, which is working towards BS EN IS09001.

The Hawks Crane Hire business management system manual sets out the organization and arrangement of the groups management systems.

The business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

Hawks Crane Hire recognises the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This policy statement has been implemented into the Hawks Crane Hire management system and will be reviewed at regular intervals.

## Record of Periodic Review of our Health and Safety Policy

Our Health and Safety General Policy Statement and Safety Arrangements **m**reviewed periodically. This is a record of these periodic reviews we have undertaken. Our Peninsula Health and Safety Consultant will also review our system and documentation during their routine visits to ensure that they meet current statutory requirements and good practice relevant to our business.

This record should be endorsed by all persons who carry out these periodic reviews (including Peninsula Health and Safety Consultants).

DATE	NAME OF REVIEWER(S)	<b>OUTCOME</b> (State – No change required or explain any required changes)	Signature
16/10/18	Elliot Hawkins	First Revision	Edha