

Policy Statement

POLMAI_General_Quality Assurance Policy
Statement_v1.0624



MyAbsolute.co.uk

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PART 1: Statement of Intent

This is the quality assurance policy statement of:
Absolute Plumbing & Maintenance Limited.

Our Commitment to Quality Assurance:

It is the policy of Absolute Plumbing & Maintenance Ltd (t/a MyAbsolute) to provide a high quality, professional and efficient service in order to ensure the satisfaction of all its interested parties. This Quality Policy Statement will result in securing efficiency, a strong customer focus and the enhancement of long-term sustainability and profitability within the business.

Top management will show leadership and commitment and acknowledge responsibility for establishing, implementing, integrating and maintaining the Business Management System (BMS).

Absolute Plumbing & Maintenance Ltd undertakes to ensure that sufficient resources are made available to achieve this.



SIGNED

Andrew Prest

PRINT NAME

1st June 2024

DATE

1st June 2027

REVIEW DATE

PART 2: Delivering our QA Standards

Absolute Plumbing & Maintenance Ltd also undertakes to ensure through communication, engagement, practical example and training that quality is the aim of all employees and subcontractors of the Company.

Through direction and support, each employee will have a proper understanding of the importance of quality and the BMS, their responsibility to contribute to its effectiveness and its direct relevance to the success of the Company.

Equally, every employee is responsible for and will be trained in the duties required by his or her specific role.

Every employee and subcontractor is expected to read, understand and sign our 'Contractor Code of Conduct' which is available at www.MyAbsolute.co.uk/documentation alongside all of our related policies, procedures and certificates in line with our 'commitment to transparency'.

Absolute Plumbing & Maintenance Ltd has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001:2015 Standard, regardless of non-certification. These objectives will address the risks and opportunities within the Company, as determined by top management.

The company's BMS will be monitored, measured, evaluated and enhanced at frequent intervals with regular reporting and communication of its status and effectiveness at all levels.

Absolute Plumbing & Maintenance Ltd endorses this Quality Policy Statement and top management acknowledge that responsibility rests with them to ensure that it is communicated, understood, implemented and maintained at all levels within the business and that it achieves its intended outcomes.