

Acorn Environmental Management Group Ltd

Quality Policy

Introduction

The Board of Directors of AEMG Ltd have developed this policy, to clearly demonstrate that they recognise quality assurance as being a key company priority.

AEMG Ltd undertakes tree surgery, grounds maintenance and grounds clearance nationally for domestic clients, local authorities and civil engineering contractors.

The structure of the Quality Management System shall be defined in the Quality Manual.

Objectives

AEMG Ltd shall aim to provide a defect free service to its customers on time and within budget.

Policy

AEMG shall operate a quality management system that has gained BS EN ISO 9001: 2008 certification, including aspects specific to the provision of arboricultural services and the National Highways Sector Scheme 18.


The management team shall be committed to:

1. Establishing the Quality Policy and its objectives
2. Developing and improving the effectiveness of the Quality Management System
3. Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving a high level of customer satisfaction
4. Communication throughout the organisation on the importance of meeting customer needs and all relevant statutory and regulatory requirements
5. Ensuring that management review meetings set and review the quality objectives, and reports on the results of internal audits as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
6. Ensuring the availability of resources
7. Ensuring that all personnel understand the requirements of this Quality Policy and comply with company procedures and the contents of the Quality Manual
8. The Organisation shall comply with all relevant statutory and regulatory requirements
9. The Organisation shall constantly monitor its quality performance and implement improvements when required

10. This Quality Policy shall be regularly reviewed in order to ensure its continuing suitability

Copies of the Quality Policy shall be made available to all members of staff.

Copies of the minutes of management reviews, or extracts thereof, shall be made available to members of staff as appropriate by saving them in a specific folder on the company controlled documents system.

A handwritten signature in black ink, appearing to be "Kevin O'Rourke", is placed on a yellow rectangular background.

Signed:

Name: Kevin O'Rourke

Position in Company: Managing Director

Date: 1st February 2018