

ACD SERVICES UK LTD

Eastlands, 33 East Mersea Road, West Mersea, Colchester, Essex CO5 8SU

Quality Policy Statement

ACD Services UK Ltd was incorporated in 2014, having originally been established in 1979, and provides a range of drainage services to a diverse customer base including industrial, commercial, retail, leisure and the general public. It is a family owned company based in West Mersea, Colchester and employs 7 people.

With extensive and varied experience in the Drainage Sector the Directors and all of our staff believe Quality is very important to our business because we value our customers. We aim to listen to our existing customers, and any potential customers and provide them with services which meet and even exceed their expectations.

We are committed to continuously developing, maintaining and implementing comprehensive and reactive management procedures and have established a Quality Management System which provides a framework for measuring and improving our performance against our business objectives. We are also committed to developing a Quality Assurance System, based upon the requirements of the ISO 9001 standards and subject to external assessment and monitoring

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

A copy of this policy has been given and discussed in detail with all employees.

Although the Managing Director has ultimate responsibility for Quality, Elaine Mills as a Director, has been nominated by the three Directors of the company to be responsible for the day to day operations of the system. However it is agreed that all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

This policy is reviewed annually and the next policy review date is **1st January 2019**

Signed: Jonathan Mills (Managing Director) Dated: 1st January 2018

