

Quality Policy Statement

WorkFlow Services Ltd was established in 2021 to provide project delivery services within the construction, engineering and utilities markets. Its registered office is in Cheshire, but the board members are spread throughout the UK with footholds in the North West, North East and London and its employees are located throughout the UK.

Quality is important to our business and our Quality Management Plan outlines management commitment, development and improvement, continuous improvement, enhancing customer expectations and satisfaction, as well as showing commitment to setting and meeting objectives and targets.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance ensuring the company comply to applicable legal and other requirements.

We have the following systems and procedures in place:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers
- 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 at Management Review Meetings.

This policy is posted on the Company Notice Board and can also be found in the staff handbook and our SharePoint site.

Although the company Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Review

The Directors of the Company will assume responsibility for the monitoring, review and implementation of this policy.

This policy will be reviewed annually or following any significant changes.

This policy has been approved & authorised by:

Name: Mark Williamson

Position: Managing Director

Date: 13/11/2023

Signature:



<p>WorkFlow Services Ltd</p> <p>Quality Policy Statement</p>	Version	1.5	Authorised by (initials)	MW
	Effective Date	13/11/2023	Name (print)	Mark Williamson
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