

The Managing Director has overall responsibility for implementing the Quality Policy but the application and promotion of quality management and this Policy is the responsibility of management and supervision within Boon Building Services Limited.

It is the policy of Boon Building Services Limited to:

- Provide a service to our Clients, which consistently meets or exceeds their requirements.
- Maintain a programme of continual improvement.

To meet the Policy requirements, Boon Building Services have set the following objectives:

- Minimise the frequency of non-conformances.
- Communicate to all employees their individual quality management obligations.
- Maintain a training programme for all Boon Building Services personnel
- Ensure that adequate, cost effective, resources are provided
- Ensure the Policy is documented, implemented and maintained and is available to interested parties
- Review the Policy periodically to ensure it continues to be relevant and appropriate to the organisation
- Operate at all times in accordance with the requirements of the Management System
- Develop mutually beneficial long-term relationships with reliable clients, subcontractors and suppliers

To meet the objectives laid down and to ensure compliance with the Policy, Boon Building Services will maintain a documented system including:

- Duties and responsibilities of key personnel.
- Specific procedures and documents for the works undertaken.
- Undertake audits and inspections of the works activities.
- Periodically review the Management System and issue written information on the reviews undertaken.
- Implement management programmes for improvements based upon the reviews undertaken.
- Periodically review and document the resources required to meet the organisations objectives
- Communicate with management, supervision, workers and Sub Contractors on quality issues via: training/briefing sessions, team meetings, induction talks, tool box talks & written notices and information.

As part of our overall commitment to this important topic the organisation will continue to maintain its UKAS approved external accreditation to BS EN ISO 9001: 2008.

Employees and workers:

- Will undertake work allocated to them in a professional manner in accordance with written or verbal instructions issued by Boon Building Services supervision and management.
- Will co-operate with any Boon Building Services business improvement programme, such as training and audits.

**Matthew Boon**  
Managing Director

**January 2017**

