

Quality Policy Statement

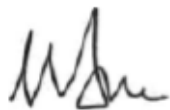
Willerby Landscapes Ltd are committed to providing high quality hard and soft landscaping services, covering installations and on-going maintenance, that meets the needs of their customers.

Our Quality Management System is to ensure that:

- We maintain all requirements defined in our BS EN ISO 9001 and continually improve the effectiveness of the QMS.
- Comply with the standards and regulations relevant to the product we are providing.
- We are committed to satisfying our customers with high-quality services, products, and prompt delivery.
- All work is carried out consistently to a high standard.
- Our staff are fully trained in aspects relating to their work.
- We aim to use suppliers that meet our quality standards.
- Any issues regarding a product or service shall be addressed by the management team.
- We will set relevant objectives and targets to improve performance.
- We have regular management meetings to review any issues and change or create new measures to maintain our high standards. All staff can submit any issue for review.
- We regularly review our customers and their marketplace, to ensure our policies and procedures can deliver the product and services that they require to be successful.
- We aim to regularly review and update our quality control to maintain our high standards. This will be done with both a regular management review and our internal audit processes.

We are dedicated to investing in staff development and training as well as regularly reviewing staff performance. We address any issues in a fast and professional manner for the benefit of both our staff and customers. This policy statement supports the strategic direction of the business.

This policy statement has been communicated to all persons working for and on behalf of Willerby Landscapes Ltd



Matt Ainscow
Managing Director

15 May 2024