



# **Waller Associates Ltd**



## **QUALITY POLICY**

Waller Associates Ltd are committed to the quality provision of general construction, property development, building refurbishment, and provision of glazing services that complies with the requirement to achieve customer satisfaction.

The business will give careful attention to customer needs, as defined in contract or customer purchase orders, including timely service, competitive price and service quality and by continual improvement of the effectiveness of our quality management system. This is endorsed by:

- (i) Defining and reviewing quality objectives
- (ii) The provision of a documented quality system
- (iii) Internal and external audit at regular intervals
- (iv) Regular review of the quality system.

All policies and procedures have been structured to meet the requirements of ISO 9001:2008.

Each member of staff is aware of the business's commitment to quality, and is required to observe quality requirements at all times.

### **Quality Objectives**

- 1 To retain profitable customers and maintain good working relationships
- 2 To win new customers to increase turnover
- 3 To achieve individual and group targets and objectives as agreed in the Company Strategy and 10 Year Plan



S P Waller  
Director  
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