

## Quality Policy Statement

It is the policy of T(n)S Catering Management Ltd to provide a professional and customer focused service that meets the needs of our customers.

The following principles are applied throughout the company:

- 1) Full commitment of all personnel to deliver a quality of service. It is also our intention to improve customer satisfaction level by inviting comment through our customer questionnaires.
- 2) Full commitment of all personnel to have active involvement in making improvements.
- 3) Full Commitment to ongoing training and development of staff.
- 5) Full understanding by all staff, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer requirements.
- 6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving efficient service delivery with no problems or complaints.
- 7) To review and revise the company's commitment to identified applicable requirements.

A companywide Quality System is in operation which is designed to comply with the requirements of ISO 9001 as well as continually improve and review the effectiveness of these systems.

The Quality Management System defines the commitments of the company, and the complementary Quality Procedures are employed to support our Customer Satisfaction objectives. Objectives and Targets are set and reviewed at management meetings.

This policy is available to interested parties as appropriate

**Approved by:**

**Tim Smith - Owner/Director**

**Phil Tyas - Owner/Director**

**Date: June 2018**