

QUALITY POLICY STATEMENT

Our Quality Policy is founded upon our core purpose..... To deliver **Better Places, Better Lives** to all our customers. Just Ask Estate Services Ltd, shall provide services that consistently meet or exceed our client expectations. We aim to achieve this by working together or in partnership with our customers, residents and communities providing simple, innovative and best value solutions. Top level management have allocated the responsibility of the QMS to the Q and E Manager.

We have a continuing commitment to:

- ❖ Establish the Quality policy and objectives to identify, measure, monitor and communicate key performance indicators against targets, allowing the organisation to continually improve the service provided.
- ❖ Ensure that client needs and expectations are determined and fulfilled to achieve the required level of client/resident satisfaction. This satisfaction level is to be continually monitored.
- ❖ Ensuring risks that can affect quality of service are identified, eliminated or reduced to remove the possibility of any quality related incidents.
- ❖ Communicate effectively, the importance of meeting client needs and legal requirements.
- ❖ Ensuring the development of operatives' skills by providing the necessary information, instruction, training and supervision required to achieve our mutually agreed quality requirements.
- ❖ Conducting periodic management reviews to determine the effectiveness of the Quality Management System and ensure the integrity of it, implementing improvements if required.
- ❖ Ensure that everyone working for Just Ask understand their responsibility for quality and for ensuring all business processes work towards providing a top service to interested parties.



Stuart Black

Chairman

1st July 2019

Just Ask Estate Services ensures that this Policy is;

Communicated: By explaining it during the employees' initial induction programme and following any subsequent changes. Copies are displayed in HQ facilities and available on request.

Implemented: By regularly auditing the Quality Management system.

Maintained: Upon annual review and by conducting Management reviews to verify the continued effectiveness of the Policy.