
Quality Policy

Signed: 

Name: **Adrian Cook**

Position in Company: **Director**

Date: **13th May 2013**

Heartwood Tree Surgeons Limited is an arboricultural contracting and consultancy company serving commercial, domestic and local authority sectors. We recognise the value of meeting and exceeding the expectations of our clients and will always strive for the highest level of service.

- We have developed a Quality Management System based upon the requirements of ISO9001: 2008 as we place a high emphasis on continually improving our service using the principles of 'Process Management'.
- Operate a quality management system as described in the quality manual and to satisfy the requirement of ISO 9001: 2008
- This document is our quality policy and it has been developed in consultation with our management team to be what we feel is appropriate to the purpose of the organisation.
- Heartwood Tree Surgeons Ltd are committed to complying with the requirements of the quality management system and to improving its effectiveness through a process of critical reflection.
- Our team has agreed quality objectives and this policy is considered to be the framework for the review of our performance against those objectives and as the foundation for the administrative processes enabling our other accreditations.
- The policy has been communicated throughout the organisation and the continuing use of briefing and training shall ensure that the policy and the spirit of the policy is understood.
- We shall hold regular review meetings to reflect upon our performance and to ensure the continuing suitability of this policy.

Through leadership and actions, our board of directors and management team shall create an environment where people are fully involved and in which a quality management system can operate effectively.

The quality management principle shall be used by the senior team as the basis of its role:

1. To establish and maintain the quality policy and quality objectives of the organisation
2. To promote the quality policy and quality objectives throughout the organisation to increase awareness, motivation and involvement
3. To ensure that the organisation is fully focused upon customer requirements
4. To ensure that appropriate processes are implemented to enable requirements of customers and other interested parties to be fulfilled and quality objectives achieved
5. To ensure that an effective and efficient quality management system is established, implemented and maintained to achieve these quality objectives
6. To ensure the availability of necessary resources
7. To review the quality management system periodically
8. To decide on actions regarding the quality policy and quality objectives
9. To decide on actions for improvement of the quality management system

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