

Truedeal Building Services Ltd
2 Blairtummock Place
Panorama Business Village
Glasgow G33 4EN

QUALITY MANAGEMENT POLICY

STATEMENT OF INTENT

Truedeal Building Services Ltd have an ongoing commitment and vision to be a leader in the provision of mechanical & building services for a diverse range of public bodies & private commercial & industrial clients. This vision is underpinned by the relentless pursuit of innovation, benchmarked against the best in our and other industries and by maintaining a clear company-wide focus on excellence.

POLICY OBJECTIVES

- Provide the financial and personnel resources to maintain and continually improve our management systems;
- Ensure all employees are trained in the management system, and have the knowledge and experience to carry out their duties in a competent manner;
- Maintain a fair and creative work environment that respects and rewards new ideas, innovation and hard work;
- Respond to any customer quality concerns in a manner that shows management commitment;
- Achieve Corporate Objectives and Key Performance Indicators as established by the Directors and in Job Specifications.

STRATEGIES

TBS LTD will achieve these objectives through the development and continuous improvement of its Quality Management, benchmarking performance, attendance to tasks, open communication with its customers and a commitment to employee recognition.

TBS LTD develops and maintains training programmes to enhance the skills of all personnel. At TBS LTD we are committed to learning and knowledge sharing to further develop both technical and professional skills.

Each department at TBS LTD has an important role to play in maintaining and continually improving systems and documentation. Management is responsible for ensuring adherence to the Quality Management and for recording the impact of quality improvements.

TBS LTD is committed to sharing its process improvement insights with its customers and suppliers to enhance the strength and sustainability of our industry.

POLICY REVIEW AND DISSEMINATION

During induction each employee will be provided with a copy of the policy. Employees will have ready access to all quality policies and procedures.

This policy will be reviewed at least every two years to ensure its continued suitability.

Tony Murphy



Director
07 January 2011

