

Quality: Policy

Introduction

NKS Contracts (Central) is committed to excelling in the quality and delivery requirements of our customers, whilst maintaining competitive pricing.

In order to achieve this, the company maintains an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

Policy

To ensure that NKS Contracts (Central) continues to surpass our customers' expectations, we will:

- monitor and measure the effectiveness of our business procedures and company objectives through our Management Review and Internal Audit processes
- monitor customer satisfaction and set objectives for continuous improvement
- analyse the causes of any complaint and take appropriate action to prevent reoccurrence
- confirm the availability and competence of the support resources for core processes
- guarantee that the company provides its services to all clients equally, without discrimination, in accordance with our Equality and Diversity Policy
- provide the necessary work environment to ensure the wellbeing of our employees and visitors
- encourage all employees to identify problems and make suggestions to improve all aspects of our working practices; these will be considered by the Directors and appropriate actions taken and communicated
- ensure that all employees are aware of our Quality Policy and that they are committed to the effective implementation of our Quality Management System
- invest in training for our employees to enhance and maintain quality.

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within the Company. They will be practiced by all employees as an integral part of their daily work.

Signed on behalf of the Board of Management:



Position: Director

Date: 19 March 2021