



Quality Policy

The Board are committed to the principles of the Quality Management System and Service Excellence and ensuring that the quality policy is communicated and understood within the organisation.

The Board recognises the need to ensure that all staff are engaged in achieving quality in service provision, in preventing errors and in striving for continual improvement. They also recognise the need to manage and reduce business risk.

Objectives

- We continually improve our services and internal efficiency through our management system, which provides a framework for establishing and reviewing quality objectives. The company has set its business strategy and objectives, which will be monitored and reported upon.
- We realise that the quality of our services is dependant on our staff's ability to deliver them. We make sure that all our staff are capable and equipped to provide services to the required quality standards.
- The company will develop Wynnwith methodologies for each of our services so that we deliver to agreed service levels and at least meet client expectations.
- Every member of staff shall be an 'expert' with clear responsibilities, objectives and accountability for delivering client (internal as well as external) service levels and targets.

Julian Morison – Chief Executive Officer