

**FOUNDATION UTILITIES LTD**

**ISSUE 1 REV 1 – 25<sup>TH</sup> OCTOBER 2005**

**QUALITY POLICY**

The quality policy defines Foundation Utilities commitment to service quality and customer satisfaction. It is fully endorsed by management and directors and is on prominent display in our head office.

It is the policy of Foundation Utilities to consistently meet or exceed the needs and expectations of its customers by providing services which, as a minimum, conform to specified (including Statutory & Regulatory) requirements, together with customer requirements which are not specifically documented.

Through the management review process, we set and monitor quality objectives. The overall company objective is to ensure the continual improvement of its quality management system.

These objectives will include specific objectives in the following areas:-

- Customer satisfaction
- Improvement of turnover
- Increase in the number of clients
- To reduce the number of accidents and near misses
- To reduce the number of non conformances
- To reduce the number of customer complaints
- To be viewed by our customers as a supplier that is flexible, responsive and easy to do business with

To help with this, Foundation Utilities, maintains a management system which complies with the requirements of ISO 9001:2000.

Through customer feedback and the use of trendy analysis, we try to provide involvement and opportunities to our employees, and to maintain a culture of continuous improvement of our services, people and processes.



**Approved for Issue.....Health & Safety Director**