

Quality Policy

Ventilation Surveys & Services Ltd is one of the largest providers of new build, fit out and refurbishment services to the commercial and public sector. The business operates throughout the UK and Internationally.

We are committed to the continuous improvement of quality across all areas of Ventilation Surveys & Services Ltd operations, and to remain at the forefront of implementing best practice initiatives within our business.

To implement this policy and to achieve our quality objectives we have developed processes and procedures that are contained within our integrated best practice manual. These procedures and processes comply with the requirements of **ISO9001:2008** and are mandatory for all our staff.

This will ensure that:

- We regularly review this policy to ensure that it drives continuous and sets challenging targets for business improvement
- We fully comply with the requirements of ISO9001:2008
- We not only follow but lead industry best practice initiatives to exceed the quality requirements and expectations of our customers
- We will establish quality objectives on our Annual review of the Quality processes and procedures. They will be regularly monitored and reviewed to benchmark their effectiveness
- Our policy and procedures are communicated and embraced within the organisation and underlying culture
- Our policy and procedures are regularly reviewed for continuing suitability and effectiveness

A copy of the Quality Policy will be made available upon request to any interested party.

Overall responsibility for this policy rests with the Ventilation Surveys and Services Board of Directors and the managing partners of Ventilation Surveys and Services Ltd Businesses

For and on behalf of Ventilation Surveys and Services Ltd



George Friend
Chief Executive Officer
1st January 2015