

Quality Policy

GH Fire is committed to the implementation of an integrated management system that will assist and improve the efficiency of services delivered to ensure each of our customers have an exceptional experience. We are committed to delivering high quality services in conjunction with the following;

Principles

- Understanding the requirements of our customers helps us provide services that meet their requirements;
- The delivery of consistently high quality services is dependent on consistent compliance with quality assurance processes;
- Increased customer satisfaction leads to increased profitability.

Strategies

- Establish measurable, time limited quality objectives and review our performance at least annually in the Management Review Meeting. Objectives are subject to review annually;
- Provide adequate resources and training to establish, implement, maintain and continually improve the management system through the collection of data, including non-conformances and reviews of corrective actions to establish root causes. Further actions shall be taken as a result of the review;
- Communicate this policy through inductions, training and ongoing commitment;
- Ensure the policy is implemented on each job promoting a zero defect result;
- Monitor and measure effectiveness through audits and records;
- Ensure all employees are aware that Quality is the shared responsibility of all staff.

This policy applies to all sites where GH Fire are active and covers all aspects of our work. Our commitment to this policy is foremost in the achievement of our business goals.

Edward Geller

Signed:



Date:

23/08/18

(Director)