

5.1 Quality Policy Statement

It is the objective of PJ Services (Bolton) Limited to provide a commercial and residential refurbishment and property and facilities maintenance service that meets or exceeds our customer's expectations.

To achieve this objective the company has implemented an effective Quality Management System that complies with the requirements of the international standard BS EN ISO 9001: 2015 and its adherence throughout the Company is mandatory.

Measures adopted for the implementation and maintenance of the Quality System include: -

- Working closely with clients or their representatives to ensure the building requirements are fully understood at all levels within PJ Services to enable us to provide the best possible product and service that meets their needs.
- Establishing and monitoring measures of business performance and reviewing the objectives set at the Management Review meetings.
- Providing training and development designed to ensure that all personnel are competent in the safe and efficient methods required to carry out their assigned tasks and understand the effect their role has on the product and service provided to the client.
- Engendering quality awareness and vigilance in personnel at all levels within the company and taking appropriate corrective actions to reported problems and preventative actions to potential problems.
- Ensuring that all personnel understand their responsibilities with regard to the requirements of the Quality Management System, the client and the health and safety of themselves and others within the working environment.
- Providing and maintaining equipment, facilities and conditions appropriate to the tasks for which they are required.
- Regularly auditing the Quality Management System and monitoring its effectiveness and continued suitability at the Management Review Meetings.
- Seeking to continually improve the Quality System, through review and analysis of processes, client feedback and other relevant information.
- Communicating relevant information and data on the performance of the company and the quality management system to all staff.

Approved and Authorised on behalf of PJ Services Limited:



Paul Maher - Managing Director

Date: 30th August 2017