

## **COMPANY QUALITY POLICY**

(Iss 2)

**S H Goss & Co. Ltd. is committed to following the quality standards of BS EN ISO9001:2015**

S H Goss & Co. Ltd. provide weed control, grounds maintenance and arboriculture services to businesses and individuals in the UK.

It is the policy of S H Goss & Co. Ltd to ensure that the products and the service that we supply always aim to achieve the highest quality. This will be achieved by continuously looking to improve our quality by constantly assessing areas in which we can improve. Through the vigilance of our colleagues, customer feedback, industry improvements and establishing challenging objectives we will always look for new ways to improve our customer & colleague satisfaction. It is the core belief of the company that by working together, we can make continuous improvements in quality.

We aim to:

- Achieve customer satisfaction, with the key elements of a contract
- Respond to customer feedback within 5 working days
- Maintain and increase our customer base.

This policy and these objectives have been communicated, are understood throughout the Company and are reviewed for continuing suitability in meeting the Company's customers', and the requirements of the ISO9001:2015 International Standard for Quality Management Systems.

The Managing Director of S H Goss & Co. Ltd. and all of our staff are fully committed to continually improving quality. We have an open-door policy and welcome all suggestions in helping to meet our targets.



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Michael Sander  
Managing Director

Date: 21<sup>st</sup> January 2020

Reviewed at Management Review Meeting: **21<sup>st</sup> January 2020**