

# Quality Policy

EnviroCentre recognise, in the delivery of environmental consultancy services, that we must continue to provide customers with a high quality product and service. To this end we have established, effectively operate and maintain; a Quality Management System based on the requirements of ISO 9001:2008.

It is our policy to ensure our product and service are provided in accordance with customers specified requirements, regulatory standards, safety requirements, and meet given times scales, ensuring that our level of service consistently meets, or where possible exceeds, our Clients expectations and requirements.

The overall intentions of the Company are:

- To achieve an efficient method of company operation and to demonstrate the company's commitment and strive for quality, by way of objective evidence, to external auditing authorities, like BM Trada Certification, and more importantly our Clients.
- To ensure that all staff are suitably competent, well trained and well informed.
- To create a quality awareness together with an active attitude to continual quality improvement among all staff within the company.
- To reduce customer complaints and to come out of each complaint situation with a strengthened relationship with our Client.
- To actively seek the views of our customers and use this as a basis for improvement.

Key Performance Indicators are established to measure the critical areas which are essential for the success of the company. These are subject to review to ensure that the KPI targets are met and objectives for improvement set.

Our Quality Management System will help us to attain the above.

The success of this policy can only be achieved through the commitment and loyalty of everyone, regardless of the duties he or she performs.

Through mutual respect, personal pride and teamwork, we will strive for excellence, continually improving our services and processes.

We will work to be the best at what we do, in every phase of our business, at every level.

We hope to become an excellent company in the eyes of both our Clients and Employees.

