



**The Complete Building Services Company**

Comserve House, Unit 4 Kingley Park, Station Road, Kings Langley, Herts, WD4 8GW  
Tel: 01923 269803 Fax: 01923 268567 Web: [www.comserve.co.uk](http://www.comserve.co.uk)



## **POLICY STATEMENT QUALITY ASSURANCE TO BS EN ISO 9001**

**COMSERVE LIMITED is dedicated to consistently provide its Clients with a service that as a minimum satisfies the Clients needs and expectations as well as other statutory and regulatory requirements.**

The management recognise that quality is determined by the cumulative effects of our environment, activities and of personnel involved directly or indirectly in the processes and that we must strive to continually improve the effectiveness of our quality management system.

As part of this continual improvement process the management will establish quality objectives, monitoring systems, evaluate and discuss performance at regular management review meetings. Appropriate personnel will be involved and their roles will be explained.

Compliance with the Quality Management System to ISO 9001; 2000 is the collective and mandatory responsibility of all personnel and our policy will only be achieved by the commitment and team effort of all employees and adherence to the quality management system requirements.

All personnel will be trained in their role within the quality system and the relevant parts of the Quality Management System will be issued to certain persons involved in the management and inspection of quality to enable them to take action needed to operate the quality system successfully.

This policy will be reviewed to ensure its continuing suitability to meet Company, Client and other requirements