

Advanced Tree Services

Quality Policy

Statement

ATS has provided arboricultural services to a wide ranging customer base since 1997. We take great pride in delivering high quality tree works on time and within budget as well as developing our staff to achieve their long term professional goals.

ATS operates a Quality Management System in line with BS 9001:2015 and the management is committed to:

1. Continually improving the effectiveness, management and performance of the Quality Management System through active leadership.
2. Enhancing customer satisfaction by maintaining a culture of quality throughout the company.
3. Supporting and training staff to their full potential.
4. Working in close partnership with all our clients to deliver a professional service by maximising the effective and efficient use of our resources.

In order to ensure the success of this Policy, ATS will:

1. Communicate its plan to all personnel to achieve its quality objectives.
2. Implement controls to ensure compliance with applicable current legislation, accreditations and other requirements.
3. Ensure that the Management Reviews set and review the quality objectives and reports on the internal audits as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
4. Ensure that customer needs and expectations are determined and fulfilled. Maintain an enquiries system to gain feedback and improve customer satisfaction.
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

This policy is communicated to all persons working for or on behalf of ATS and is made available upon request to the public and interested parties.

Objectives, targets and this policy are defined and authorised by senior management.


Daron Mitchell
Director
Date: October 2018