

Quality Policy Statement

WDC Building Services is part of the council's Supply, Distribution and Property department. As such we partake fully in all Quality Management procedures and guidelines put in place by the council, including its complaints and feedback, internal audit and ongoing monitoring processes.

Our quality commitments

We will demonstrate our commitment to quality through:

- Providing a focus on customer requirements.
- Compliance with legal and other relevant requirements.
- Adoption of best practice in all our activities.
- The continual improvement of our performance throughout our operations and activities.

Our quality objectives – match to service plan, kpi's,

- Monitoring and improving the satisfaction of our customers.
- Managing our processes carefully to maximise the benefits to our customers.
- The identification and management of critical and business activities.
- Promotion of improved performance by our contractors and suppliers.
- Achievement and maintenance of a quality management system conforming to ISO 9001.

Quality performance

Our objectives will be delivered through a programme of quality targets and will be managed and monitored by our motivated team, working in liaison with other Council units and departments when necessary.

Who is this policy statement for?

Copies of this quality policy statement will be made freely available to all those with an interest in our activities. This statement will be promoted to employees, customers and representatives of the local communities in which we operate.

Signature



Date: June 2021