



QUALITY POLICY STATEMENT OF INTENT

Groundfix Ltd is a civil engineering company seeking to provide all customers with a satisfactory product and service, and strives to exceed customer expectations.

The company is committed to:

- Establishing, implementing and maintaining a quality management system to meet or exceed the requirements of BS EN ISO 9001:2015
- Meeting or exceeding all legal and other requirements applicable to its operations and activities, including customer requirements
- Communicating the requirements of the system throughout the business and ensuring relevant competence and training is provided where required
- Regular monitoring of the quality management system to ensure it continues to meet the needs of the organization and its customers
- Listening to the customer to ensure that their needs are fully understood and taken into account in all areas of its work
- Regularly monitoring and measuring its performance in key areas in order to identify opportunities to improve
- Setting objectives, targets and programmes based on results of monitoring, to facilitate continuous improvement in priority areas
- Regularly reviewing progress against these objectives
- Allocating appropriate corrective and preventive action where nonconformities have been identified
- Strategically and operationally reviewing performance at regular intervals