

# Quality Policy



Date of Quality Policy: 04<sup>th</sup> January 2021  
Carried out by: Paul Mitchell  
Staff Notified: 04<sup>th</sup> January 2021  
Viewing Area: Office and Warehouse

Office Water Supplies believes that its market expects a continuous improvement in the level of service whilst maintaining a high standard of hygiene. We aim to continually improve the service we provide whilst keeping the cost as effective as possible for them.

Only by providing an outstanding service along with quality product will we achieve our long-term success and sustained improvements. Staff are required to be polite and represent the company as they are the face of the business.

All personnel within the company are responsible for the quality of work. The company will continue to provide training and look to offer external training for staff should a relevant training exercise be deemed appropriate. Whilst we endeavour to produce work of the highest standard, we recognise that customers may have the right to enquire or complain to a service provided. Each complaint will be investigated by management.

The business partners are responsible for maintaining and improving the overall standards of the company, staff are welcomed to make any suggestions whereby they feel improvements can be made.

All COSHH data sheets and water analysis are available upon request for any of our customers at all times.

The objectives of Office Water Supplies is to provide customer satisfaction with an efficient, quality level of service.

Signed:

*P. Mitchell*

Mr. Paul Mitchell

Partner with Responsibility for Health and Safety: January 2021