

# Quality Management.

## Personnel Policy Statement No 4

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**Quality Management**

Document Revision and History

Version	Date	Change	Authors	Approval
1.0	01.09.97	Earliest Word version on file from pre -2000 document system .	DC, DI	In 2000 physically controlled handbook documents were transferred to an Intranet website approved under ISO9001.
1.2	07.04.09	QIF reference changed to Admin Manager	ACMc	CAR1019 : change commissioned ref QIF minutes 07.05.09.
1.3	23.07.14	Admin Mgr reference changed to Change Manager	ACMc	CAR1127: Management Review 27.06.14 approve s handover.
1.4	22.04.17	Rewritten with regard to ISO 9001:2015 conformance.	ACMc DT	Approved by Chief Executive 24.04.17
1.4	22.08.18	Revised format	LM	
1.5	28.01.19	CEO Endorsement	LM	CEO

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4.1 Scope

It is the policy of PNE Group that all our activities are carried out in accordance with our quality management system, which follows the principles of ISO9001. The quality management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

4.2 Policy aim

The aim of our quality management system is to ensure that:

- We deliver a high-quality service to maintain excellent customer relations

- Customer satisfaction remains inherent to our business
- Our customer's requirements have been understood and fully met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer's requirements
- Our staff are trained and involved in quality improvement
- We strive to improve our systems and procedures continuously
- We use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained always
- Any complaints are dealt with efficiently and within an acceptable period
- PNE Group recognises the importance that the quality of our service has on the future of our business.

### 4.3 Review schedule

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future. From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business. This quality policy statement has been implemented into the PNE Group quality management system and will be reviewed at regular intervals.

Signed: \_\_\_\_\_ 

Name: Tracey Moore

Position: CEO

Date: 28<sup>th</sup> January 2019

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