

# **Integrated Management System**

## **POLICY STATEMENT**

The primary objectives of Site Service Engineering are to provide structural and mechanical engineering and pipework (design, fabrication and installation) services to its clients and to strive for excellence in terms of service and performance quality.

The Directors, management and staff of Site Service Engineering support the ethos of Quality Assurance and will continue to use the International Standards ISO 9001: 2015, BS OHSAS 18001: 2007 and BS EN 1090-2:2008 + A1:2011 as the foundation for continuous business improvement.

We are committed to preventing injury and ill health to all individuals that may be effected by our actions or omissions and strive to improve the performance of our company in terms of health and safety performance.

The Directors and management of Site Service Engineering have communicated this Policy Statement to their staff and ensured that it is understood throughout the organisation.

### **Objectives**

- Competent Staff
- Understanding and Communicating Customer Requirements
- Client acceptance of all jobs
- All suppliers used assessed and approved
- Ensure all documents are controlled
- Ensure thorough internal communication
- Investigate non-conformance
- Ensure facilities are acceptable for business activities
- Zero harm to all employees

### **Key Performance Indicators**

- On-time completion of contracts- 95% per annum.
- Reduction in non-conformances and client complaints-<10% per annum.
- Development of new business - 5 new Clients per year
- Client satisfaction (fulfilment of client's job specifications)- >85% per annum.
- One senior management tour per year
- Increase in Profits – 5% per annum.

This Policy Statement is regularly reviewed for its continuing suitability and takes into account any changes in the Company's operational processes.

Signed:



**Chris Claypole**  
**Managing Director**



Date: **4<sup>th</sup> January 2019**

A handwritten signature consisting of a series of overlapping loops and a trailing line.