

## Policy: Quality Policy

### 1. SUMMARY

- 1.1. This policy defines WINNS Services Quality Policy to ensure it meets requirements.
- 1.2. The General Manager is responsible for implementation and management of the Quality Policy

Rev.	Date	Nature of Changes	Approved By
1	3 <sup>rd</sup> January 2018	Original issue.	C Stebbing

### 2. POLICY: Quality Policy

#### 3. Introduction

Senior Management Team has developed the Quality Policy, defined in section 3.0 of the Quality Manual, that governs day-to-day operations to ensure quality.

The Quality Policy is released as a standalone document is communicated and implemented throughout the organisation.

The Quality Policy of Winns is as follows:

#### 4. THE DIRECTOR OF WINNS SERVICES

It is the aim of WINNS Services to provide, within budget and in the most cost effective manner, the appropriate number of motivated personnel, trained in the necessary skills to meet the requirements of the company, in accordance with the contractual specifications.

It is clear that for the company to be successful in the future it will no longer be sufficient to simply meet the contractual requirements laid out between us and the client but to exceed the level of service expected.

This must be done without incurring unnecessary revenue loss by over-delivery of non rechargeable services and must therefore be concentrated on the customer experience of what it is like to business with WINNS Services e.g. always returning telephone calls promptly, administration staff knowing customers by name etc.

Being customer focused goes further than simply "meeting the customer's requirement". For WINNS Services to be recognised as a benchmark provider of service, it will be necessary for all members of the workforce to be personally committed to the pursuit of excellence in their own contribution to the delivery of training and assessment, be these our core service outputs or the more peripheral outputs such as visits and demonstrations, admin support etc. It also means that we must all maintain a WILCO attitude to requests for assistance. Achieving this aim will result in a vibrant efficient and profitable company in which we can all enjoy working.

Our objectives for the quality policy can best be encapsulated in our company mission statement below:-

#### MISSION STATEMENT

WINNS SERVICES ARE TO BE THE PREFERRED SUPPLIER OF CONTRACT SUPPORT SERVICES FOR INFORMED PURCHASERS OF SERVICE PROVISION.

#### VISION STATEMENT

WINNS SERVICES WILL OFFER A COMPETITIVELY PRICED, CUSTOMER FOCUSED SERVICE WHILST MAINTAINING A SUFFICIENT MARGIN BY IMPROVED OPERATING PROCESSES.

Signed Date: 3<sup>rd</sup> January 2018

Managing Director

Uncontrolled