



Quality Management Policy

Jack Cotterill Tree Services Ltd is dedicated to this quality policy and will endeavour to ensure that its services fully meet the requirements of its customers. The company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

It is also recognised that the working environment can be out of our control and will have an impact on our quality policy.

JC Tree Services Ltd is committed to the management of mutually beneficial relationships between clients and suppliers, working together in the implementation of this policy and in continually improving the quality of the products and services it provides.

In the provision of our goods and services, we will;

1. Ensure we fully identify and strive to meet the needs and expectations of our customers and conform to the agreed compliance standards for the services we supply.
2. Assess the risk of our service provision processes so we can mitigate potential risks of any defects.
3. Ensure that our staff are suitably competent to carry out their work activities to required time scales and in a manner that will not adversely affect the quality of services we supply.
4. Monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us.



To ensure that this policy is implemented successfully, our staff will be responsible for identifying customer requirements and ensuring that the correct process is followed in order to meet those requirements.

Objectives will be set to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy and the changing business environment. These objectives will be monitored during management reviews.

All commitments outlined in this policy are communicated and available to all relevant interested parties at all times with awareness training being an integral part of the strategy to achieve these objectives.

This policy is available at Jack Cotterill Tree Services Ltd, Unit 8-9 Hanbury Wharf, Hanbury Road, Droitwich, WR9 7DU. All members of the team will receive training on their responsibilities and will be advised of any updates and revisions via email or during team meetings.

Signed: _____

Date: _____

*** Jack Cotterill Tree Services can be also classified and referred to throughout this document as JC Tree Services, JCTS Ltd, the Employer, the Company, Organisation, we, our or us*