

Quality Management Policy Statement

Bulley's Ground Maintenance Ltd is committed to delivering high-quality tree surgery, grounds maintenance and vegetation management services that consistently meet the requirements and expectations of our clients.

We aim to provide safe, reliable and professional services through effective planning, competent personnel, quality workmanship and continual improvement of our business processes.

To achieve this, we will:

- Understand and meet client requirements and contractual obligations.
- Deliver services in accordance with relevant legislation, industry best practice and recognised standards.
- Employ competent, trained and suitably qualified personnel.
- Maintain effective communication with clients, employees, suppliers and subcontractors.
- Monitor the quality of our work through regular inspections, audits and client feedback.
- Investigate and address any complaints, non-conformances or service issues promptly and effectively.
- Promote a culture of continual improvement throughout the organisation.
- Provide the resources, equipment and training necessary to maintain high standards of service delivery.
- Review our quality objectives and management processes regularly to ensure ongoing effectiveness.

Management is committed to implementing and maintaining this Quality Management System and ensuring that all employees understand their role in achieving our quality objectives.

This policy applies to all employees, subcontractors and activities undertaken by Bulley's Ground Maintenance Ltd.

Signed:  _____

Name: Michael Bulley

Position: Director

Company: Bulley's Ground Maintenance Ltd

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