



# Quality Policy

**Date:** January 2025

## 1. Policy Statement

Eden Facilities & Property Management LTD is committed to delivering high-quality services across all aspects of facilities management, construction, refurbishments, and property solutions. Our goal is to consistently meet or exceed client expectations while complying with relevant legislation, standards, and best practices. Quality is at the heart of our operations, and we strive for continuous improvement in everything we do.

## 2. Our Commitments

We will:

- Deliver services that meet agreed specifications, timescales, and budgets.
- Ensure all projects comply with applicable regulations, industry standards, and client requirements.
- Communicate openly and honestly with clients, ensuring transparency throughout each project.
- Provide trained, competent, and professional staff, supported with ongoing training and development.
- Select and work with suppliers and subcontractors who share our commitment to quality.
- Monitor and review performance on every project to identify areas for improvement.
- Act promptly to resolve client concerns, complaints, or defects.

## 3. Implementation

To achieve our quality objectives, Eden will:

- Maintain robust project management systems and documentation.
- Carry out site inspections and audits to verify standards.
- Use risk assessments and method statements (RAMS) to ensure safe and high-quality outcomes.
- Encourage feedback from clients, employees, and suppliers to improve our processes.
- Invest in tools, equipment, and technology that support high-quality delivery.

## 4. Monitoring & Review

This Quality Policy will be reviewed annually by the Director to ensure it remains relevant and effective.

Performance is measured by:

- Client satisfaction and feedback.
- Successful project completion rates.
- Timely resolution of defects or complaints.
- Continuous professional development of staff.

## 5. Policy Approval

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



Sonny Saunders, Director

Eden Facilities & Property Management LTD

Date: January 2025

Eden Facilities & Property Management LTD

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