

POL004: Quality Policy

April 2023

Introduction

Story Contracting Ltd (SCL) are committed to implementing an Integrated Business Management System accredited to ISO 9001:2015.

Objectives

The Quality policy objectives of SCL are to:

- Consistently provide delivery as specified
- Maintain effective two-way communication
- Ensure effective management of change
- Actively seek to identify opportunities for continuous improvement
- Work with our clients to establish and maintain the highest quality standards

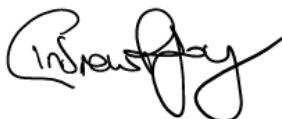
Principles

In order to achieve these objectives SCL shall maintain a business management system, accredited to ISO 9001:2015, with documented procedures covering the following:

- Identify risks and opportunities that may affect the quality of our services
- Maintain effective communication, consultation and engagement with stakeholders
- Developing and monitoring performance against quality objectives
- Identification and response to internal or external changes relevant to the services we provide
- Embedment of a lessons learned process focussed on continuous improvement
- To proactively seek feedback on customer and stakeholder satisfaction and enhance their experience of working with us

Policy Review and Maintenance

Through the implementation of our ISO 9001:2015 certified Quality Management System we are committed to the success of this policy, which will be reviewed and communicated at least annually.



Andy Joy
Chief Executive