

# Young Plant Sales

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## Quality Policy Statement – Issue No. 4

Young Plant & Equipment Sales Ltd operate a quality policy based on our principles of honesty and integrity in all that we do to ensure our products and services fully meet the requirements of our customers.

We are committed to:

- a) Ensuring that we fully identify & comply with the needs and specification of our customers.
- b) Reviewing our service provision processes, identifying risks, hazards and taking the necessary action to eliminate them whilst protecting the customer investment.
- c) Our staff are understanding and committed to our policy ensuring our services are carried out correctly on our first visit.
- d) Meeting requirements of ISO9001 and all legal and regulatory requirements.

To ensure that the policy is maintained, our staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

**Objectives needed to ensure that the requirements of this policy are met & maintained are set, determined and monitored at regular Management Review Meetings and Monthly Board Meetings and 6 Employee Appraisals on an ongoing basis.**

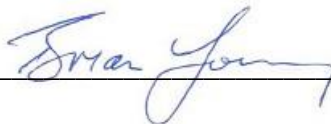
The quality policy principles and objectives cover all aspects and procedures of the business including customer specific requirements. Training is an integral part of our strategy to achieve the objectives.

We are all committed to operating continuously to this standard and we will maintain the necessary Quality Standard to exceed with customers expectations and requirements.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

Our Training Plan is scrutinised and monitored by our Suppliers who are all Quality Approved and World Leading Brand Manufacturers.

Manager/Director Signature: \_\_\_\_\_



Date: \_\_\_\_\_

21/5/2018

**To be reviewed again May 2019**