



## QUALITY POLICY & OBJECTIVES STATEMENT

Dunelm Geotechnical and Environmental Ltd.'s quality policy is to provide our client, customers with services that consistently satisfy their requirements and exceed expectations and by doing so mutually enhances the company's professional image and reputation.

Achieving this will, in part result from the implementation of processes and disciplines that:

- ensure we are in agreement with clients as to what they want and is realistic to expect
- ensure the agreed requirements and expectations for each customer are clearly articulated to those involved in the delivery of orders for clients within agreed deadlines,
- improve the way the company delivers products and services and responds to customer requirements,
- provide a source of acquired knowledge that is readily available throughout the company,
- optimises the technical competencies of all company personnel,
- encourages the creative thinking and associated innovation relating to company products and services.

The management team of Dunelm Geotechnical and Environmental Ltd are fully committed to the development, maintenance and continual improvement of the quality management system and the promotion of process and risk based thinking.

Successful implementation of this policy requires the commitment from all company personnel in support of processes that intuitively make sense. All employees are expected to take responsibility for the quality of their own work and are encouraged to actively contribute to the continual improvement of our standards, processes and service. Failure to comply with this policy may result in the discipline process being invoked.

The objectives of the Quality Management System are incorporated into our KPIs and include:

- To contribute to improving Dunelm Geotechnical and Environmental Ltd business, profits and reputation.
- To achieve and maintain a level of service quality and customer satisfaction that we are proud to be associated with.
- To ensure compliance with all relevant & statutory regulations, particularly those associated with environmental and health and safety.
- To develop a company culture in which all employees actively contribute to improving the quality of the products and services provided by Dunelm Geotechnical and Environmental Ltd.
- To maintain a quality management system that complies with ISO 9001 and is continually improved.

This document is briefed to all staff as part of the induction process and is available to all interested parties on the company website.

Signed: 

Reviewed: 21.01.20

James Huntington, Managing Director

Distribution: All company employees + interested parties