



Carter Accommodation Quality Policy Statement



POL 002 Carter Accommodation Quality Policy

Carter Accommodation Ltd aims to provide defect free products to its customers on time and within budget.

Carter Accommodation operates a Quality Management System (QMS) that has gained BS EN ISO9001:2015 certification, with the scope being specific to the hire, sales, transportation and installation of portable and modular accommodation.

Top management is committed to:

- ◆ Develop and continually improve the effectiveness of the QMS
- ◆ Enhancing customer satisfaction
- ◆ Application of the quality policy throughout Carter Accommodation.

Top Management has a continuing commitment to:

- ◆ Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction, in line with statutory & regulatory requirements.
- ◆ Communicate throughout Carter Accommodation and to our suppliers, the importance of the quality policy in meeting customer needs and all relevant statutory and regulatory requirements.
- ◆ Establish and maintain the Quality Policy and its objectives, facilitated through management review processes.
- ◆ Ensure that the policy and management reviews provide the framework to set and review quality objectives, that management reviews report on the internal audit results as a means of monitoring and measuring the process and effectiveness and continuous improvement of the QMS, including objectives.
- ◆ Ensure the availability of resources.

The quality policy, and subsequent management system, is regularly reviewed in order to ensure its continuing suitability and effectiveness. Carter Accommodation continually monitors its quality performance and implements improvements as and when appropriate.

The structure of the QMS is defined within the Quality manual and complies with all relevant statutory and regulatory requirements.

The quality policy is maintained as documented information and is communicated and made available to staff via notice boards, a copy in reception and via access to the shared company drive. It is also available on our company website and can be further made available upon request to members of the public and interested parties as appropriate.

Signed:



Date:

8.7.2020

Darren Arnold
Managing Director

Revision No:	Revision Date	Change / by (initial)
1	July 2015	Original
2	January 2016	Update of name change & logo plus wording update / AR
3	05/01/2017	Change to 9001:2015 accreditation, version and date / AR
4	18/07/2017	Framework for setting objectives & increased emphasis on statutory / regulatory requirement & continuous improvement. / AR
5	24/07/2018	Annual update / AR
6	11/07/2019	Annual Review / AR
7	07/07/2020	Annual Review /TM