

Quality policy statement

Aspects Total Training Ltd was established in 2019 to provide Scaffold and Health & Safety Training to the Scaffold industry. We are based in Coventry, West Midlands and employ 4 members of staff.

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints
- Our internal procedures are reviewed regularly

This policy is posted on the Company Notice Board.

Although the Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Signed: *Michelle McFall*

Aspects Total Training Ltd

To be reviewed: Annually