



Quality Policy



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Bourne Track Ltd ensures that this statement and the associated procedures apply to all activities and work undertaken within the company. Bourne Track can demonstrate its ability to consistently meet customer, statutory and regulatory requirements together with its commitment to enhance customer satisfaction through conformity with client needs and continual improvement of our systems.

Bourne Track's success is based on the quality and commitment of its experienced and professional management personnel. We are committed to providing our clients with a quality service throughout our services.

The Bourne Track approach is to listen and openly discuss the individual needs of all our clients so our clients to ensure their expectations are met.

The company's philosophy is to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget. To this end we endeavour to work as a team in a spirit of co-operation with the client and their professional representatives.

Bourne Track is committed to:

1. Continue to fully meet the requirements of BS EN ISO 9001:2015
2. Setting and monitoring Targets and Objectives
3. Reduce incidents and customer complaints
4. Identify improvements to existing working practices
5. Provide a quality service to our clients

For the company to achieve the above objectives, all employees & sub-contractors must:

6. Understand the client's requirements.
7. Be responsible and accountable for the quality of service and quality of work

The Director of Bourne Track is totally committed to this Statement which complies with the requirements of BS EN ISO 9001:2015 and is understood and implemented by all employees & sub-contractors.

This statement will be reviewed annually (or as and when required) by the MD.

It is briefed and acknowledged by all employees on induction and following any policy changes.

Mr T Clifford
Managing Director
01/11/19

Next Review Date: