Quality Policy Statement

APPENDIX A

1. Introduction

This Quality Policy Statement exists to set out the responsibilities of Whites of Winchester Maintenance Ltd (hereinafter referred to as The Company) and those who work for us in regard to observing and upholding our commitment to delivering a quality product and service.

The Company was established in October, 2022 to provide commercial building maintenance and refurbishments.

Quality is important to our business because we value our customers. We strive to provide our customers with products and 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 process
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Although the Managing 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 by:	Matthew Bailey
Position:	Director
Signature:	M.Bailey
Date:	12.09.2026
Review date:	12.09.2027