

Quality Assurance Policy

Policy Statement

Fairways Contracting Limited aims to provide a high quality service through continuous improvement of its standards and performance. The Company is committed to meeting the needs of all its customers by providing excellent ground maintenance, landscaping and tree surgery services.

Reasons for the Policy

A policy is required to provide a framework for decisions and actions which assure and improve the quality of provision for all our customers.

Policy Objectives

- To support the Company mission statement 'to provide a professional, safe, and friendly service to all our customers at a competitive price'.
- To provide the operational guidelines for a high standard of service to all our customers
- To ensure a comprehensive, sound and integrated approach to Company activity that is understood by and accessible to all staff.

Policy

- The Company will improve the quality of the customer experience by monitoring, reviewing and continuously improving the quality of service.
- The Company will set and monitor standards and targets for quality improvement.
- An annual self-assessment will be conducted at company, departmental and operative levels leading to action plans for continuous improvement.
- The Company will obtain and evaluate the views of customers on the quality of the Company's services and respond appropriately.
- A culture of continuous improvement will be fostered by the Company.
- The Company will ensure consistency of standards through the implementation of quality assurance systems and procedures.

Contacts

Personnel and Quality Assurance Coordinator
All Directors

Who Should Know About This Policy

All staff
All customers
All potential customers

Responsibility

- All staff and managers share responsibility for implementing the Quality Assurance policy and associated procedures.
- Managers will monitor the effectiveness of quality procedures.
- The Quality Assurance Coordinator will ensure the policy and related procedures are regularly reviewed to continuously improve them.

History

Policy adopted November 2006

Last reviewed and revised with minor amendments in November 2009.

Paul Miller
Managing Director

17th November 2009

Delivering a quality ground maintenance service

The individual site teams that will manage, operate and administer the works are highly experienced. All of them have a thorough working knowledge and first hand experience of working within Educational establishments and the enhanced level of care this demands.

Len Hague, who is Director of Operations, would have overall responsibility for the management and quality assurance of the contract. With considerable 'hands on' operational and management experience Len has a thorough understanding of the needs and requirements of Schools and Colleges.

Len would work directly with the contract managers responsible for each school and be responsible for all day-to-day activities, including attending all client meetings. He will also be responsible for consistency of service by regular site visits when the quality of service is appraised and any shortfalls reviewed with the contracts manager.

By employing and training people empowered to make operational decisions on site we encourage them to take ownership of their contract and seek to involve them in all aspects of planning and completing the works.

Contingency plans will be established for extended sickness and holiday periods and other named staff will be notified to you when necessary.

All operatives are trained in all aspects of their duties and will be subjected to regular assessments and legislative updates. Any operative responsible for the handling of pesticides will be NPTC PA1 & PA6 certified.

All operatives will wear our distinctive company uniform at all times and carry ID badges detailing a photograph, name, and verification contact number. Branded high visibility jackets will be worn during inclement weather.

If required seasonal support will be provided when necessary to effectively deal with any variations in workload.

A detailed worksheet that identifies the tasks undertaken on each visit will be completed. These forms are recorded on our computerised database and will form part of the contract evaluation process.

Determining customer feedback forms part of a systematic approach to identify areas of strength upon which we can build as well as areas of weakness which we need to address to ensure our reputation is enhanced.

We will be responsive and positive to all enquiries, complaints and incidents and aim to resolve any incident immediately. More detailed investigations may take longer but we will identify a completion time for our investigations and will respond accordingly on completion of our investigations.