



ANDIDRAIN LIMITED
DRAIN CLEARANCE : SEWER SERVICES

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QUALITY POLICY STATEMENT & OBJECTIVES

Andidrain Limited strives to be:

- Profitable, for the benefit of employees
- The first choice drainage contractor of all clients
- The preferred employer in the industry

And is committed to:

- Consistently meeting the quality of products and services specified by clients and to continuously improve performance in all that we do
- Reduction and elimination of waste and pollution in our operations
- The adoption of a quality culture by all employees in everything they do

Andidrain Limited's Quality Objectives are:

- To operate a Quality Management System and maintain certification in accordance with the requirements of ISO 9001:2008
- To progress to ISO 9001: 2015 by 1st September 2018.
- To communicate the policy to all staff and any necessary external interested parties. It will be available to the public, via the company web site www.andidrain.co.uk
- To identify any training needs – develop a plan and measure effectiveness of training through the use of a Staff Development Plan.
- To develop its process for measuring customer satisfaction through the use of Client satisfaction Surveys achieve an average rating of at least 3 out of 4.
- To identify Quality KPIs and measure performance against them on a planned basis.
- To develop a process for identifying problems, anticipating problems and making improvements through the introduction of Improvement Logs.

Authorised By: Andrew C Little. Dated: 31st July 2016