

WILSON JAMES POLICY STATEMENT



Policy Title	Quality	Policy No.	G11
Owner	Chief Executive Officer	Date Issued	Nov-11
Author	Business Performance Director	Date Reviewed	Jan-19
Scope	This Policy applies to all sectors and functions of the Wilson James business		
Responsibility	The Policy owner is responsible for ensuring that this policy remains current and up to date and shall formally review the policy on an annual basis		

Wilson James believes that our customers expect a continually improving service and our aim is to achieve this by not only meeting, but exceeding our customer requirements through best practice service provision that we can be justifiably be proud of.

Our Quality Policy is defined and strongly driven by the following management system principles:

- To build a mutually profitable relationship with our customers, ensuring long-term success, through the understanding of their needs and the needs of their customers
- To drive continual improvement and innovation based upon efficient business processes and well-defined measurements
- Full deployment of best practice preventive action through a robust risk management program
- To develop staff competencies, creativity, empowerment and accountability through appropriate training and development programs

Wilson James aims to achieve the above by maintaining a fully integrated Quality Management System that meets the requirements of the international standard of good practice BS EN ISO 9001:2015 and confirms our commitment to:

- Comply with relevant legislation, regulation and customer requirements
- Continually develop the Quality Management system to ensure it remains effective

Only by providing an outstanding quality service will we achieve our aims of long term success and sustained improvement.

All personnel within the company are responsible for the quality of their work; Wilson James provides training and has established procedures to enable all personnel to work to best practice standards. The policies, organisation structure and procedures necessary to achieve the required standards are described in our Integrated Management System Manual.

This Policy is communicated to all persons working under the control and supervision of Wilson James; the objective for individual employees is to carry out work in accordance with this quality policy at all times.

The Business Improvement Director is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness; the company objectives are set out in the 5 Year Business Plan.

A handwritten signature in black ink, appearing to read 'Mark Dobson', with a long, sweeping underline.

Mark Dobson
Chief Executive Officer