

## **Quality Policy Statement**

Eddisons Commercial (Holdings) Limited (inc Eddisons Commercial Ltd, Eddisons Commercial Property Management Ltd) (the 'Organisation') aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2015 certification including aspects specific to Chartered Surveyors, Property Services, Business Activities and Services.

Organisation Management is committed to:

- 1. Develop and improve the Quality Management System**
- 2. Continually improve the effectiveness of the Quality Management System**
- 3. The enhancement of customer satisfaction**

The management of Eddisons Commercial (Holdings) Limited (inc Eddisons Commercial Ltd, Eddisons Commercial Property Management Ltd) has a continuing commitment to:

- 1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction**
- 2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements**
- 3. Establish the Quality Policy and its objectives**
- 4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System**
- 6. Ensure the availability of resources**

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate, whilst this Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff, whilst copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual.



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Managing Partner

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