



## Holdfast Quality Policy Statement

Doc Ref: \_\_\_\_\_

We achieve and maintain a reputation for quality and superior customer satisfaction, for all our offered services; by providing them in a reliable, safe, timely and economic manner, that is fit for purpose and is consistent with our customers' requirements.

We are committed to ensuring that the services we provide consistently meet applicable statutory & regulatory requirements.

We pursue continual improvement in quality, in order to maintain competitive advantage and to anticipate and satisfy the needs of all our customers, both internally and externally.

All employees are involved in delivering quality through communication, development and training, and by building a professional and flexible team approach.

We have developed and maintained a quality management system which meets the requirements of BS EN ISO 9001:2015 and which fits the purposes of the customer and our business.

We aim to deliver added value to the customer by providing a service which consistently achieves or exceeds the targets and performance indicators set by our customer. Our aim is to enhance our reputation for superior delivery.

We achieve and maximise customer satisfaction through the effective application of the quality management system, developing processes for continual improvement and the prevention of errors, and accidents.

We aim to improve communication with internal and external customers in order to identify, meet and manage their expectations, and those of our stakeholders.

We develop our people by building their knowledge, expanding their skills, training and recognising their contributions, to ensure that they are competent and motivated to do their very best.

Signed ..........

Jeremy Wilman  
Managing Director  
Holdfast Training Services Ltd

10 February 2020