



Shelford Tree Service Ltd

Quality Policy

[illegible]



Shelford Tree Service Ltd **Quality Policy**

Scope:

Shelford Tree Service Ltd are a tree and vegetation management contractor serving the commercial, utilities, domestic and highways markets. We recognise the value in meeting and exceeding the expectations of our stakeholders and shall always strive to provide the very best customer experience.

This Quality Policy shall apply to all work activities undertaken by Shelford Tree Service Ltd.

The requirements are aimed at achieving customer satisfaction by applying the management system, continually improving the management system and by avoiding non-conformity.

In accordance with the requirements of ISO9001: 2015, this policy shall be applicable to the provision of:

All aspects of arboriculture work including, vegetation clearance, tree pruning, tree felling, stump grinding, tree reports, tractor and mulching, TPO application, environmental and ecology consultation for the following areas:

1. Domestic Clients
2. Commercial Clients
3. Highway Vegetation Management

Design and development are excluded from the scope of the quality management system.

We have developed a Quality Management System based upon the requirements of ISO9001: 2015 as we place a high emphasis on continually improving our service using the principles of 'Process Management'.

We shall:

- Operate a quality management system as described in the quality manual and to satisfy the requirement of ISO 9001: 2015
- This document is our quality policy and it has been developed in consultation with our management team to be what we feel is appropriate to the purpose of the organisation.
- We are committed to complying with the requirements of the quality management system (ISO9001: 2015) and to improving its effectiveness through a process of critical reflection.
- Our team has agreed quality objectives and this policy is considered to be the framework for the review of our performance against those objectives and as the foundation for the administrative processes enabling our other accreditations.
- The policy has been communicated throughout the organisation and the continuing use of briefing and training shall ensure that the policy and the spirit of the policy is understood.
- We shall hold regular review meetings to reflect upon our performance and to ensure the continuing suitability of this policy.

Through leadership and actions, we shall create an environment where people are fully involved and in which a quality management system can operate effectively.

The quality management principle shall be used by the senior team as the basis of its role:

1. To establish and maintain the quality policy and quality objectives of the organisation.
2. To promote the quality policy and quality objectives throughout the organisation to increase awareness, motivation and involvement.
3. To ensure that the organisation is fully focused upon customer requirements.
4. To ensure that appropriate processes are implemented to enable requirements of customers and other interested parties to be fulfilled and quality objectives achieved.
5. To ensure that an effective and efficient quality management system is established, implemented and maintained to achieve these quality objectives.

6. To ensure the availability of necessary resources.
7. To review the quality management system periodically.
8. To decide on actions regarding the quality policy and quality objectives.
9. To decide on actions for improvement of the quality management system.

Signed	<i>JRecord</i>
Name	Jonathan Record
Position	Director
Date	18 Aug 24