



Quality Policy Statement

Reviewed and Agreed 1st October 2018

Issue No 7 Revision 0

REGULATED BY RICS



Quality Policy

It is the policy of the KLM Partnership to provide a range of services, which meet the requirements of its customers and quality standard parameters. All services provided are carried out in an accurate, cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

A policy for quality conforming to the requirements of ISO 9001:2015 has been established to ensure that it: -

- Is appropriate to the purpose of the Practice, the expected level of customer satisfaction and the needs of other interested parties
- Includes a commitment to meeting requirements and to continual improvement
- Has the resources needed and the contribution of suppliers and partners
- Sets and reviews quality objectives for the organisation
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the Practice
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.

It is a Practice policy that our prime objective is to provide a quality service through an adequately controlled quality management system. The initial function of all management and employees shall be the maintenance of this objective.

Management is ultimately responsible for making balanced judgements, assessing the significance of variations in this sphere and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the Practice understands that quality management is important to their future, know how they can assist in the achievement of adequate quality and are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within the Practice. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Signed



A S Nicoll

W A Hamilton

R Connor

Date 1st October 2018