



## OVERVIEW

Quality is important to our business because we value our customers greatly. We strive to provide our customers with services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System (QMS) which provides a framework for measuring and improving our performance.

## IMPLEMENTATION

Dewsbury & Proud Ltd will actively seek and request the support and co-operation of all employees, suppliers and clients in quality matters, and have developed arrangements to consult with both our employees and suppliers to ensure they understand their and our quality requirements and responsibilities.

We have implemented a Quality Management System (QMS), which provides a framework for measuring and improving our performance. This includes setting quality objectives and monitoring key performance indicators which support the company's drive to continually improve by ensuring effective management of our operations and work systems.

The scope of our QMS covers the planning, management and delivery of contract lifting operations and the supply of operated hired cranes under Construction Plant Hire Association (CPA) conditions.

The purpose of this policy is to underpin our aim of total customer satisfaction and continuous improvement throughout our business and to implement our vision to;

"Be expert at providing contact lifting and crane hire solutions in our region".

This Quality policy is implemented via:

- Our Quality Management System (QMS)
- Regular gathering and review of employee & customer feedback.
- The employment of trained, competent and professional staff.
- Support services such as human resources and ICT.
- A schedule of audit and review.

This policy is communicated to all Dewsbury & Proud Ltd employees and reviewed annually. It is a controlled document and is made available to all employees and to any client requesting it.

## POLICY COMPLIANCE & COMMITMENT

The directors, management team and staff are fully committed to the requirements of ISO 9001 and to the continual improvement of our quality management system. Senior Management show leadership and have the responsibility for establishing, implementing, and maintaining the quality management system that commits to satisfy the requirements of ISO 9001:2015, and any other Client specific quality requirements.

All employees have a responsibility within their own areas of work to help ensure that quality standards are embedded across the whole of the company.

Tim Proud  
Managing Director

Date 15/09/21