



THORPE ST ANDREW TOWN COUNCIL

Quality Policy Statement

Thorpe St Andrew Town Council's aim is to ensure that the needs of our clients are clearly understood and met through close liaison at all stages of the work.

The Company's Quality Policy calls for continual improvement in its quality management activities and business will be conducted according to the following principles:

Thorpe St Andrew Town Council will ensure:

- Compliance with all applicable statutory laws and regulations.
- That we promote the concept of continuously improving the effectiveness of this quality management system and make best use of our management resources in all Quality matters.
- Communication of our Quality objectives and our performance against these objectives throughout the company and to interested parties.
- That due care is given to ensuring that activities are safe for employees, associates and contractors and others who come into contact with our work.
- That we work closely with our clients and suppliers to establish the highest Quality standards.
- That we adopt a forward-looking view on future business decisions, which may have Quality impacts.
- The provision of training to our staff in the needs and responsibilities of Quality Management and provide the personnel and resources to ensure that the importance of meeting and exceeding client requirements is communicated and understood throughout our organisation.
- That we conduct all work to a high professional standard with technical and commercial integrity.

This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate. The Quality Management arrangements form part of our Integrated Management System.

The Town Clerk is responsible for ensuring that this policy is effectively established, implemented, maintained and improved on throughout the company. The Management Team are responsible for ensuring that all employees and contractors receive training and information on the implementation of this policy.

This policy statement, including any changes, will be communicated to all persons working under our control and shall be made available on our website to all interested parties.

Dr Thomas Foreman
Town Clerk
Thorpe St Andrew Town Council
20th January 2021