



**PTSG**

PREMIER TECHNICAL  
SERVICES GROUP LTD

*Niche Specialist Service Provider*

# Quality Policy



## QUALITY POLICY

Premier Technical Services Group Ltd and its constituent companies aim to provide defect free products to its customers including commercial, industrial and railway infrastructures on time and within budget.

The Organisation operates a Quality Management System that has gained ISO 9001: 2015 certification and will conform with the Network Rail Group standard NR\_L3\_INI\_CP0028 Contract Requirements.

Quality including aspects specific to the design, stock holding, supply, and manufacture, installation, service, repair, certification, testing and refurbishment of mechanical lifting/handling equipment, permanently installed access equipment and fall protection systems, The provision of rooftop safety awareness training.

The design installation maintenance service repair and certification of lightning protection and earthing systems

The delivery of high-level cleaning services and building maintenance including jet washing cladding cleaning and graffiti removal

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to performance improvement and will:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the organisation the importance of meeting customer needs and we will work with our suppliers and clients to maintain the highest quality standard and that all relevant statutory and regulatory requirements are met.
3. Establish the quality objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources to work with suppliers to maintain the highest quality standard

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is reviewed at least annually in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System. The register of objectives and Targets for 2019 is held within the management system.



[Signed for and on behalf of the group]

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Group Director – Health & Safety