



Dantek environmental services

Quality Management Policy

Dantek have adopted a quality system lead by customer satisfaction. Our aim is to succeed by providing customers with services they require, to a standard they accept, resulting in our continued success through customers using our services repeatedly and long-term.

Our statement of general policy is:

- Establish our customers' needs and expectations
- Ensure services reflect customer needs
- Establish quality objectives and communicate these to interested parties
- To match our products and services to customer needs
- To constantly audit our services and improve in line with change
- Change our services if they do not satisfy customers
- Offer the most cost effective solution for our customers
- Ensure our operations are efficient and cost effective
- Strive for continual improvement of our services
- To honour our commitments
- Support the strategic direction of the organisation within the context of the organisation.

Signed:

A handwritten signature in black ink, appearing to be "J. Hall", written over a faint, light blue circular stamp or watermark.

Date: 17.05.2018



Aim

Our aim is to succeed by providing customers with services they require, to a standard they accept, resulting in our continued success through customers using our services repeatedly and long-term.

Responsibility

Every product, service, task, action, decision, deadline, can be either acceptable or unacceptable, therefore there is intrinsic quality in everything we do. All members of staff are therefore equally responsible for the quality of service we provide.

Customer Satisfaction

The way in which we judge our quality will be through customer satisfaction, this takes into account both objective and subjective interpretations of the needs and expectations of customers. If our customers are satisfied, we have correctly interpreted their needs, and supplied services of acceptable quality. We can judge whether customers are satisfied by the continuity of services we perform for them.

Changing Customer Perceptions

Dantek will constantly be looking for ways to improve quality in line with changing customer needs through new technology, legislation, problems, competition and customer demand.

Quality and Value

Our services will be priced not only to reflect current market worth, but also as a measure of the benefit that service has given the customer in return. To ensure a satisfied customer, they must be happy with the price and also that the complete service received. The service must match their requirement and be carried out within the defined timescale to an acceptable standard. The value of our service will be judged by comparison to customer's needs and expectation.

Procedures and Method Statements

All our work is carried out to method statements designed to comply with the Health and Safety Executives guidelines and COSHH regulations. The method statements are issued before a job is carried out, and a procedure log completed during each job, to record each stage of the method statements, providing evidence and quality assurance.

Auditing

DP6 the procedure for internal auditing is carried out on an annual basis. The assessor uses the internal audit form to tick off each of the 9 Service Provider Commitments.

The following is assessed for each of the services provider commitments:

1. Is there a procedure in place to cover this section?
2. What is the procedure called or numbered?
3. Is it referenced correctly on the statement of compliance?
4. Does the procedure correctly describe the actions that are taken?
5. Is it still relevant/does it require updating?
6. What evidence is there that procedures are being followed?

Dantek Procedures, method statements, procedure logs, certificates and training matrixes are checked to ensure it is still compliant with the code, best practice and that we are following them in practice.

To ensure compliance in practice, audits are conducted on a clients site each month any findings are then discussed during the management meetings to ensure we are fulfilling our obligations under the contract.

Regular on-site audits are undertaken to establish that operations and compliance on-site are maintained. This is carried out using the "Work Audit Form" which is filed by the admin staff. Dantek aim to perform audits on a minimum of 10% of the on-going contract base per year.

Non-compliances from the audits are reported on the audit forms and distributed to the Directors. A meeting is held with the Directors and senior management to establish a corrective action programme. Timescales for corrective action are set at this meeting depending on the type of non-compliance. DP6 states we aim to resolve any non-compliance within 3 months.

After 3 months the auditor checks the corrective action is complete and records on the audit sheet when compliance is achieved. Records are kept on the company server.