

# Quality Policy Statement

**Phosters believe that long-term relationships require a continuous commitment to business excellence.**

This commitment has been integrated into the heart of everything we do and is the key driver for building on our core competencies:

- Technical Excellence
- Integrity
- Managing & Driving Change
- Service Integration
- Productivity Improvement
- Direct Delivery
- Supply Chain Management

## Our principles are that...

- Our Customers Come First
- All members of staff share the responsibility for ensuring that we provide a quality service
- Managers demonstrate their commitment to quality by personal example
- We deliver services that conform to customer requirements
- Quality management will be implemented in a systematic and planned way
- We will continue to review the quality management system and objectives on an on-going basis

## Strategic Goals

- Phosters will provide a distinctive, customer orientated Facilities Services experience which will be highly competitive as a result of its management coherence, rigor and engagement with its clients requirements and aspirations.
- Phosters will ensure a commitment to its core values of Quality Management, Employee Development, Service Partnership and Customer Satisfaction to ensure the pursuit and advancement of excellence.
- Phosters will expand and diversify, meeting and exceeding sector trends to maintain its continued growth and development ensuring Phosters (FM) Ltd becomes the Preferred Facilities Provider

## Quality Objectives...

- To implement and maintain a quality management system that enables us to deliver the agreed services to our customers
- To implement and maintain a quality management system that complies with ISO 9001:2015
- To recognise and develop the potential of our staff

## To support these principles and objectives, we will...

- Continue to develop our staff to support the delivery of quality services
- Work closely with our customers and suppliers to achieve business objectives
- Measure at an appropriate level service performance
- Continuously review and improve our processes and levels of service to be best-in-class



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