



**Tall
Oaks**

Groundwork Contractors
& Tree Surgery

QUALITY DOCUMENT

QUALITY POLICY

ISSUE 04

OCTOBER 2022

QUALITY POLICY

POLICY

It is the policy of Tall Oaks Ltd to provide an effective and efficient service to its customers, fully meeting specified requirements and the highest standards of safety and reliability.

The aim of the Company is to ensure that the highest standard of service is provided to all customers and that materials, techniques and equipment used by the Company are reviewed and updated as necessary. In addition, internal systems are continuously monitored to ensure that the Company is operating as efficiently as possible. The achievement of these aims is assessed at the management review meetings.

As a means of continually improving project performance, Tall Oaks Ltd shall establish a Quality Management System (QMS) based on and covering the requirements of ISO 9001. This QMS shall be implemented, maintained, continually improved and have the full support of the senior management.

All employees are made aware of the quality system and instructed in its application. They are required to comply at all times with the provisions of the quality system.

Responsibility for the maintenance and review of the quality system is vested in the Managing Director and employees are encouraged to raise with him any problems or suggestions in respect of its documentation or operation.

Name: Mr Keith Evans

Signature: 

Position: Managing Director

Date: 13th October 2022

Review date: 12th October 2023

QUALITY POLICY

OBJECTIVES

In everything we do we are committed to delivering a standard of service that achieves complete customer satisfaction by carrying out our contracts:

- safely
- on time
- within financial objectives
- to specification

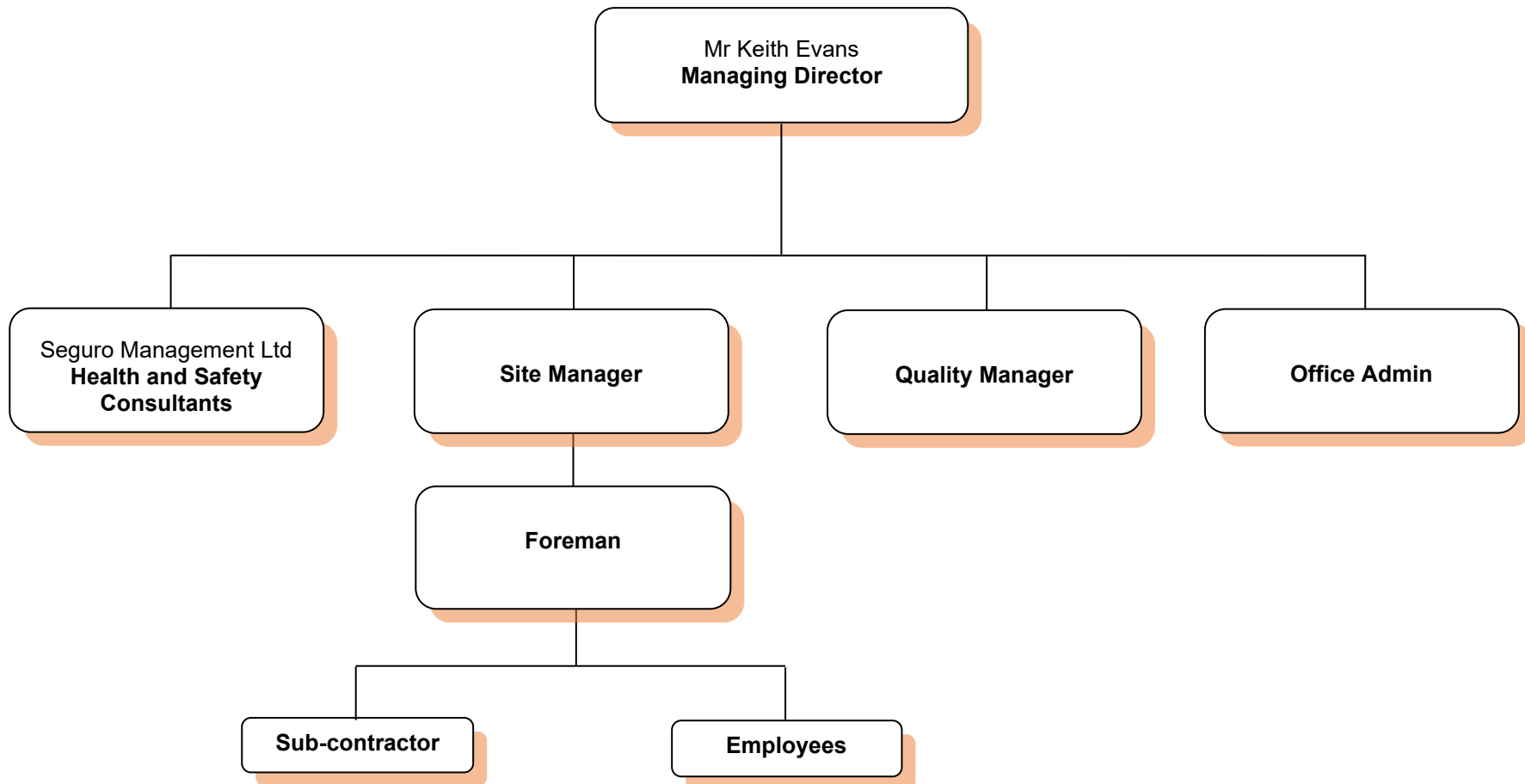
The main objective of the Tall Oaks Ltd Quality Management System is to ensure that company activities, whether they are organisational (e.g. management and organisation) or technical (e.g. specification work, testing, simulation) comply with the Quality Manual and the Quality Plans.

In cases of non-compliance, (e.g. if part of the specification work is not carried out in accordance with those agreements), a problem-solving process shall be executed by the Managing Director. This process shall include the location of root causes, remedial action, review of Tall Oaks Ltd procedures and Quality Plans and, if necessary, their adjustment and modification.

Summarised, the Quality Management System shall include:

- clear responsibilities for each activity and development task;
- confirmation that each activity is defined and controlled by a Quality Procedure or a Contracts Quality Plan;
- confirmation that staff are trained to the requirements listed in the Quality Manual and Contract Quality Plans;
- confirmation that compliance with the processes and procedures detailed in the Quality Manual and Contract Quality Plans are audited;
- confirmation that remedial action is taken whenever appropriate;
- confirmation that compliance with the processes and procedures detailed in the Quality Manual and Contract Quality Plans are regularly reviewed.

ORGANISATION



IMPLEMENTATION

Quality management in Tall Oaks Ltd is based on the Quality Management System described in ISO 9001. The purpose of the quality system is to define the policy, organisation and responsibilities for the management of quality within Tall Oaks Ltd.

The most important aspects of Tall Oaks Ltd's Quality Management System are to be found in the Tall Oaks Ltd "Quality Manual". Individual Contract Quality Management Plans are produced for each contract detailing any specific processes and procedures not described in the Quality Manual.

All Tall Oaks Ltd personnel shall have access to the Quality Manual and the objectives of the manual shall be explained to them by the Tall Oaks Ltd Quality Manager as part of their introduction to Tall Oaks Ltd.

RESPONSIBILITIES

Overall responsibility

All those who have a leading role within Tall Oaks Ltd have a day-to-day responsibility for ensuring conformance to the requirements and rules stated in the Quality Manual.

The Managing Director has the responsibility and the authority to ensure that adequate procedures, plans and instructions are drawn up so as to provide a common approach to quality assurance throughout Tall Oaks Ltd and to ensure that the quality system is continuously monitored and improved by means of internal audits and management reviews.

Responsibility for the Quality Management System

The Quality Management System forms an integral part of the overall Tall Oaks Ltd management and the company employs a Quality Manager to provide confidence that application of contract management as described in the Quality Manual is efficient, comprehensive and effective in ensuring that Tall Oaks Ltd - and every section - delivers its objectives.

Responsibility for Contract Quality

The responsibility for ensuring that the product conforms to the defined quality requirements in this manual lies with **all** Tall Oaks Ltd personnel.

Specialised areas of operation and technical expertise may be required to meet the needs of Tall Oaks Ltd. In many cases these will have to be provided externally via a subcontractor. In all cases these subcontractors shall be required to supply and prove that their Quality Management System is in accordance with the principles of ISO 9001.