



POLLARDS

SINCE 1781

Oak House  
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### Policy No. 5 Quality

It is the objective of William Pollard & Co. Ltd. to create a profitable, defensible business offering an outstanding customer service. We will continually measure our performance in meeting customers' requirements and react through the controls of the Quality System to improve the services we provide.

In order to achieve this objective, it is the policy of William Pollard & Co. Ltd. to maintain an effective and efficient Quality & Environmental Management System based on the requirements of ISO 9001:2015, ISO 14001:2015 and the guidelines of ISO 12647.

In particular, management will:

- Monitor customer satisfaction and set objectives for continuous improvement.
- Regularly, monitor and review the context and achievements of our business and quality objectives.
- Ensure the availability and competence of the support resources for the core processes.
- Ensure compliance with applicable Environmental and Health & Safety legislation and industry best practice.

Management will set, monitor and measure the effectiveness of our business processes, Company aims and objectives, and customer satisfaction through our Management Review and Internal Audit processes.

All members of our staff will be made aware of our Quality, Health & Safety & Environmental Policies, and will be appropriately trained in order to effectively implement these within our Quality & Environmental Management System.

The achievements of quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practiced by all employees as an integral part of their daily work.

Dave Mace

Managing Director

Rev: July 2021.

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