

Quality Policy Statement

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Quality Assurance

Electrical Services & Projects Ltd is committed to a policy of continuous quality assurance leading to quality improvement. This means robust, accurate and ongoing self-assessment which leads to real time improvement in the quality of goods and services and ensures high levels of customer satisfaction.

To achieve this Electrical Services & Projects Ltd have developed a Quality Management System that satisfies the requirements of ISO 9001.

The assessment process is a grass roots upwards process which involves the whole Electrical Services and Projects Ltd work force. Assessment is validated through self-assessment report and action plan (SARAP) review meetings and other review meetings held by key groups such as Directors & Senior Management and external peer evaluation of Electrical Services & Projects Ltd's Quality Assurance processes.


The purpose of this policy is to establish guidance regarding key aims and actions relating to Electrical Services & Projects Ltd quality assurance procedures.

Electrical Services & Projects Ltd aims to have robust and accurate self-assessment which leads to real improvement. To achieve this we must:

- Create staff confidence in the self-assessment process
- Expect all staff and members of the Electrical Services & Projects Ltd community, including Directors and staff to contribute to self-assessment and to quality improvement
- Operate within a coherent quality cycle which is published in the Quality Assurance and Improvement Handbook
- Use external peer evaluation of Electrical Services & Projects Ltd reports and processes to assist quality improvement

Electrical Services & Projects Ltd aims be outstanding in all areas of our business. To achieve this we must:

- Provide opportunities for all staff to develop outstanding practice. Analyse the capabilities of our staff through observation feedback, employee feedback and other ways and provide the appropriate professional development to ensure they have the skills necessary to deliver outstanding practice. For Directors this will focus on the skills to deliver inspirational teaching and learning
- Analyse all staff PDRs and identify staff development needs in order to form a year’s programme of events
- Share good practice across the Company, in all areas of Company business, through a variety of mechanisms
- Establish the aspiration for outstanding working
- Challenge satisfactory and less than satisfactory performance through Self-Assessment Report and Action Plan Review meetings, other opportunities such as PDR and through direct interventions such as Internal Quality Review
- Recognise and celebrate outstanding performance of all staff

Signed 

Nathan Smith - Director

Date 14th November 2016