

Quality Policy

Utilergy is committed to delivering consistently high quality services to Clients.

This will be achieved by understanding our Clients' needs. Through the application of appropriate processes and techniques, we will endeavour to improve our systems of work and service delivery to achieve customer satisfaction.

The Utilergy Directors are responsible for the development of Quality policy and procedures and shall ensure that appropriate resources for their effective implementation are provided. The principle operational responsibility for ensuring customer satisfaction and for complying with the company's policies and procedures lies with line management, however, all employees are responsible for compliance to procedures.

Utilergy shall appoint competent personnel to provide support, guidance and monitoring to ensure that the business complies with this policy. We will also provide necessary information, instruction, training and supervision to ensure that employees are able to discharge their duties effectively.

The Senior Management team is responsible for setting, publishing and communicating Quality objectives for improving service to clients and internal efficiency. In addition to the setting of measurable targets, we will develop and improve the Quality Management System through consultation and involvement of our clients and our staff.

To meet our commitments, we will:

- Ensure compliance with legal, statutory and regulatory requirements.
- Ensure compliance with standards.
- Ensure this policy is available, communicated, understood and applied within our organisation.
- Through performance measurement and effective communication, ensure customer requirements are met, exceeded or enhanced.
- Recognise each employee's responsibility for quality.
- Use only selected, and approved subcontractors;
- Cultivate a culture of continuous improvement;
- Through regular review, ensure that the quality policy and company procedures continually improve, remain relevant to the company and comply with requirements.
- Make this policy available to all relevant interested parties, as appropriate.

This policy is fully supported by the Directors of Utilergy and will be monitored and reviewed annually.

Signed



Date

20th January 2017

Simon Gardner
Director
Managing Director Responsibilities

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