

Quality Policy

Eco-Smart Consultancy is a market leading consultancy, supplying expert advice and support on environmental, quality and compliance issues to clients in a variety of industry sectors across the UK.

Eco-Smart Consultancy seeks excellence in every aspect of our business and is committed to quality to meet the evolving requirements of our clients.

This will be maintained through communication with our client, reviewing the services we provide and updating accordingly.

Our quality policy statement has been defined and developed by senior management to provide the framework for establishing and reviewing quality objectives and through a process of continual improvement our commitment is to:-

- integrate recognised quality management best practice into our business operations.
- comply with all relevant statutory and regulatory requirements.
- ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- constantly monitor our quality performance and implement improvements where appropriate.
- make sure all personnel working for or on behalf of Eco-Smart Consultancy understand the requirements of the quality policy.
- implementing training programs for staff to raise awareness of quality issues and enlist their support in improving the Company's performance.
- openly communicate this policy to all employees and the public.
- review our Quality policy regularly.

Signed

M.J.Thomson

Managing Director

Eco-Smart Consultancy