

**QUALITY POLICY STATEMENT****Commitment to Quality**

Yorkshire Building Services (Whitwell) Limited – YBS is wholly committed to our quality policy which is in place to ensure our services always meet the requirements of our customers. YBS' goal is to be the best insulations manufacturer in this sector. To achieve this goal the Directors are committed to implementing, maintaining and continually assessing all operational systems and processes.

**Approach to Quality**

YBS firmly believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

YBS aim to continually improve the Quality Policy based on these fundamental principles:

1. Ensuring that we fully identify and conform to the requirements of the customers in-line with our product specifications.
2. Gathering information about the latest technologies and being innovative in providing our products & service.
3. Compliance of contractual and statutory requirements
4. Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them.
5. Everyone at YBS understanding how to do their job, what their responsibilities are and ensuring they are doing it right first time.
6. Continual training of our personnel.

Within the policy we are committed to operating our Company under the disciplines and controls of a Quality Management System planned and developed jointly with our other management functions.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements and conforming to the correct specifications outlined by the technical department and that the correct procedures are followed to meet these requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvements are maintained in line with the expectations of the policy, these will be set, determined and monitored at the Directors Board meeting review.

**Communication**

The Quality Policy principles and objectives are issued as part of the new starter pack induction and is always communicated and available to all staff. Training is an integral part of the strategy to achieve the objectives. The policy will also be available to customers and suppliers on request.

**Responsibilities**

These are outlined in the Quality Policy but in summary are as follows:

- Responsibility for delivering a quality service rests with everyone at YBS.



Daniel McKane  
Managing Director  
Yorkshire Building Services (Whitwell) Limited