

Quality Policy Statement

Cardiff Lift Company provides installation, repair, service & maintenance services to Lift equipment throughout Wales and the West area.

The Senior Management Team and staff are committed to providing a quality service that consistently satisfies or exceeds the needs and expectations of our interested parties and all applicable regulatory, statutory and other requirements. The Company's services and systems are designed, engineered and managed to meet our clients' requirements by the simplest and most cost effective means possible.

The company aims to achieve excellence in all its activities and seeks to enhance client satisfaction through the effective application of a formal Quality Management System (QMS) that is consistent with the requirements of BS EN ISO 9001:2015.

The commitments which underpin our QMS include the:

- provision of resources, in terms of facilities, relevant skills, competence and experience;
- continual improvement; and
- continual enhancement of the effectiveness of our QMS.

The company sets and periodically reviews effective objectives for continual improvement and commitment to quality is maintained at all times. This in turn ensures the Company's main operational goals, of satisfying the needs and expectations of our clients.

The Quality Policy and the quality objectives adopted by management have been communicated to, and is understood by all staff within the company, and those working on its behalf.

It is the responsibility of the Senior Management Team to investigate any quality problems and ensure that corrective action is implemented as soon as reasonably possible.

The Company's Quality System; Quality Objectives and Quality Policy are reviewed at regular intervals for continuing suitability and to ensure they are meeting our interested parties needs and expectations. This policy is appropriate to the purpose and context of the organisation and supports its strategic direction.

Signature:



Mr Adrian Brown

Position: Operations Director

Date: 4th January 2024