

Ingleton Wood believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet the stated and perceived needs of our clients in a cost-effective manner, and to produce finished work that we can justifiably be proud of.

The Partners (members) aim to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001:2015. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also, to continual development of the system and helping to ensure it remains effective.

Top Management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Continual improvement of the Business Management System by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

Top Management shall:

- Take accountability for the effectiveness of the Business Management System (BMS)
- Ensure the quality policy and quality objectives are established and are compatible with the context and strategic direction of the Practice. Quality objectives have been set and are maintained as part of the BMS internal auditing, monitoring, and management review processes, to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the BMS are available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to the BMS requirements.
- Ensuring that the BMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the BMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service

This policy will be communicated to all employees and organisations working for or on our behalf.

Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.



This policy will be reviewed at least once annually by top management and where deemed necessary will be amended and re-issued.

This policy is available to relevant interested parties, upon reasonable request.

A handwritten signature in black ink, appearing to read 'S. Gorst'.

Simon Gorst

Date 01-04-2021