



Tom George Surfacing Ltd

Directors: Thomas Penfold & George Das-Friend

Date: 24th May 2024

Next Review Date: 23rd May 2025

T. Penfold

G. Friend

Quality Policy

This Policy has been drafted with reference to National Highways Sector Scheme 16 (NHSS 16) and our processes and activities are aligned and reviewed against this Scheme.

At Tom George Surfacing Ltd, we are committed to delivering defect-free products and services on time and within budget. We operate under a Quality Management System aligned with industry standards, continuously monitoring and improving our processes to ensure excellence.

Our Commitment

Customer Satisfaction

Meeting and exceeding client expectations through clear communication and high standards.

Continuous Improvement

Regular review and enhancement of our Quality Management System.

Compliance

Adhering to all applicable legal and regulatory requirements.

Key Objectives

- Maintain clear communication with clients to determine and fulfill their needs.
- Ensure resources are available to meet quality objectives.
- Conduct regular reviews of performance metrics to drive improvements.

Implementation

- All employees are responsible for understanding and complying with this policy.
- Quality objectives are reviewed during management meetings and updated as necessary.
- Regular audits ensure adherence to this policy and the effectiveness of our Quality Management System.

This policy will be reviewed annually to ensure it remains suitable and effective.