

The Director of Cromwood Housing Group has defined and authorised the businesses' Quality Policy to ensure it is relevant and appropriate to the nature, scale, and purpose of the organisation in alignment with the strategic direction of the business.

Our Quality Policy & Certification

As a business, we are absolutely committed to the operation and development of our Integrated Management System and providing the highest level of service delivery, product innovation and quality and this policy has been developed to support this. We are certified to the prestigious international standard ISO 9001:2015 for our Quality Management System with a UKAS accredited assessment/audit body.

The aim of the organisation is to provide an efficient, economical, and professional quality service, committed to responding to our customer's needs. This policy is made available to interested parties upon request.

Quality & The Integrated Management System (IMS)

This Policy, and the Integrated Management System (inclusive of objectives) shall be reviewed periodically via the management review framework. The management system shall maintain a framework of controls for various purposes inclusive of our commitment to satisfy applicable requirements.

The contents of the IMS are confidential to Cromwood Housing Group and shall not be reproduced without the written permission of either the Director or the IMS Manager. The IMS is stored electronically for the access of all staff and includes their relevant working instruction and procedural control.

The IMS Manager is responsible for the maintenance of the documented system including the control of all amendments. The documented system includes all procedural controls, policies, forms and templates developed for the effective control and management of Cromwood Housing Group's operations.

Continual Improvement

The Director of the businesses shall continually strive to improve the performance of the organisation, management system and its service provision. Cromwood Housing Group is committed to minimising all risks to quality, Health & Safety and the environment as well as improving performance and the planning, assessment of risk and subsequent controls established within the management system forms the process of control employed by the business to achieve this.

Availability & Reviews

The Policy is stored electronically within the management system and is subjected to periodic reviews to ensure its continuing relevance and suitability to the business operations of Cromwood Housing Group.

Authorisation & Approval

The Directors of Cromwood Housing Group are committed to the support and ongoing development and implementation of the integrated management system as confirmed by the signature below.

Procedures

This Policy will be reviewed annually or further to any changes in legislation.

Signature:



Name: M Hirschler (Director)