

ACS is dedicated to maintaining a Quality Policy that ensures our products and services always meet the requirements of our customers.

Our objective is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of high quality managerial and business operations is essential to realising that goal.

We believe in the concept of working together with our customers in pursuing this Policy and in continually striving for improvements in a quality service.

To ensure our Quality Policy is successfully implemented we will:-

- Train staff to be responsible for identifying customer requirements and make sure the correct procedures are followed to meet those requirements.
- Make certain continual improvement is maintained in line with the spirit of our Quality Policy by setting goals that are monitored by the board of ACS.
- Communicate the Quality Policy principles and objectives making these available to staff at all times. ACS operate under the disciplines and control of a Quality Management System conforming to ISO 9001:2000 standard.
- Constantly review and improve our services to make sure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.
- Ensure all personnel understand and fully implement our Quality Policy and they are able to perform their duties effectively through an ongoing development programme.

What We Mean by Quality

Quality management cannot be guaranteed by just having a small group of quality control experts or a Quality Manager employed in a company.

True quality requires the active participation of the whole company from senior managers to newly inducted personnel. At ACS we subscribe to this belief and ensure this is an intrinsic element of our induction programme.

We also believe our long-term success and the satisfaction of customers is dependent upon having a focused approach to quality that stands up to careful scrutiny.

This policy statement is approved by Leon Oakley our Director of Information and Systems who is responsible for quality matters.

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