



Policy title: Quality Policy			
Approved by: Craig Golby			
Position: Managing Director			
Signature: 			
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Introduction

Siamo Group is committed to maintaining a quality system which meets the requirements of ISO 9001:2015; providing us with the framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

Aims

Siamo Group will work to ensure we;

- strive to satisfy the requirements of all our customers, stakeholders and interested parties; and whenever possible meeting and exceeding their expectations.
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- support the reduction of hazards, prevention of injury, ill health, and pollution.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

Roles and Responsibilities

Siamo Group is committed to provide a professional and ethical service to our clients. and excellent customer service is an essential part of the quality process.

The senior management team will ensure the quality system remains appropriate and suitable to our business and maintains a cycle of continuous improvement by regularly reviews of both internal and external audits.

The management team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our quality objectives are being met.

The designated senior management representatives will ensure that Siamo staff are aware of the importance of meeting customer requirements as well as statutory and regulatory requirements, and overall contribute to achieving Siamo’s Quality Policy and Objectives.

All employees will receive training to ensure awareness and understanding of quality and its impact on customer service.