



## Quality Policy

KPS provides domestic and commercial landscape gardening and contracting services, including arboriculture, garden design, hard and soft landscaping, fencing, burial site clearance services, burial services and building services.

KPS prime business objective is to achieve a total customer satisfaction through confidence in the quality of service provided. KPS is committed to providing products and services which fully meet the customer's needs and expectations in both function, statutory and regulatory requirements.

In order to provide and maintain consistently high quality work, KPS has implemented an effective quality management system to ensure clear lines of communication, full operational control, processes and procedures for all areas of the business, that wholly support what it does with accountable records for all work undertaken.

We will aim to achieve this by:

- Communicating this quality policy to all interested parties via our website
- Commitment to continual improvement of our ISO9001 registered quality management system
- Leadership, commitment and support to ensure the effectiveness of the quality management system
- Leadership involvement in establishing and regularly reviewing quality objectives
- Complying with all applicable legal and regulatory requirements and other compliance obligations
- Striving to minimise our impact on climate change, where practicable
- Focus on the needs of our customers by consistently ensuring we identify, meet and exceed their requirements and expectations
- Knowing who our customers are and what they require, through open communication
- Working with our supply chains to improve logistics, our processes and reduce waste
- Working with our external providers to ensure we meet the highest standards and provide expertise in all areas of our business
- Providing opportunities for career upskilling within our workforce
- Instilling a team led ethos throughout the company to employees at all levels
- Enabling our employees to meet quality requirements with good work first time, every time and on time
- Making continual improvement a part of every day and every job, through team participation, performance measurement, audit and review
- Measuring and reviewing our performance for continual improvements of our systems and practices.

This quality policy is reviewed annually during our senior management meeting and issue is controlled by our document control register.



Jody Smyth  
Director