

It is the policy of **Elserv Limited** to conform to the long-term objectives of the company and meet the requirements of the customer in terms of quality, time and cost. The company's Quality Management System has been designed to maintain customer satisfaction at the very highest level.

Elserv Limited is completely committed to provide consistently high levels of service and quality to its customers. In order to achieve this, the company supports a quality management system for which the company Directors take ultimate responsibility, daily operational responsibility being delegated to its company representatives.

The quality management system ensures that the company can fulfill contractual obligations by;

- Ensuring that all activities, which directly affect our ability to meet the customer's requirements, are carried out under controlled conditions.
- Continuous monitoring and analysis of system and business performance, which provide feedback-enabling improvement.
- Providing up to date technical documentation, operating procedures and work instructions to all suitably qualified personnel.
- Compliance with The Lift Regulations and British Standards associated to specific types of works i.e.: BS EN 81, BS7255, PUWER, LOLER, CDM Regulations, the Machinery Directive and any relevant European Directives/Standards.

The Company Directors ensures that this policy is communicated, understood, implemented and maintained at all levels in the organization. Practical assistance and training will be provided, where necessary, to ensure relevant knowledge and experience is acquired for successful implementation of this policy. It is company policy to continuously train staff to acquire a higher standard of expertise to meet changes in the market place, British and European standards and customer requirements.

The management is committed to comply with the requirements and continually improve the effectiveness of the quality management system.



Ryan Smith
Director

November 2022