

Quality Policy

County Drains Leicester Ltd provides drainage solutions for clients within both private and public sectors.

We are committed to providing the highest quality service by listening to our customers and continually reviewing our processes in line with business needs, thus maximising the efficiency of our Quality & Environmental Management System. The principal elements of our policy are: -

- a) To develop and maintain a Quality Management System satisfying the requirements of BS EN ISO 9001: 2015 which forms the framework for achieving continual improvement, complete customer satisfaction and full realisation of all company objectives, in accordance with our strategic direction.
- b) To focus on the requirements of customers, establishing levels of communication capable of fully determining their needs and expectations.
- c) To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives.
- d) To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.

Implementation of the Quality Policy is the responsibility of every member of staff throughout the organisation supported by our processes and training structure.

Sign:



**Stewart Osgood
Managing Director**

Date: 3rd February 2023

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