

POL004: Quality Policy

April 2024

Introduction

Story Contracting Ltd (SCL) are committed to implementing an Integrated Business Management System accredited to ISO 9001:2015.

Objectives

The Quality policy objectives of SCL are to:

- Consistently provide delivery as specified
- Maintain effective two-way communication
- Ensure effective management of change
- Actively seek to identify opportunities for continuous improvement
- Work with our clients to establish and maintain the highest quality standards

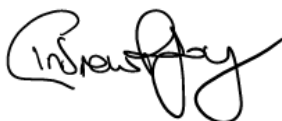
Principles

In order to achieve these objectives SCL shall maintain a business management system, accredited to ISO 9001:2015, with documented procedures covering the following:

- Identify risks and opportunities that may affect the quality of our services
- Maintain effective communication, consultation and engagement with stakeholders
- Developing and monitoring performance against quality objectives
- Identification and response to internal or external changes relevant to the services we provide
- Embedment of a lessons learned process focussed on continuous improvement
- To proactively seek feedback on customer and stakeholder satisfaction and enhance their experience of working with us

Policy Review and Maintenance

Through the implementation of our ISO 9001:2015 certified Quality Management System we are committed to the success of this policy, which will be reviewed and communicated at least annually.



Andy Joy
Chief Executive



Lynsey Gilfillan
Group HSQE Director