
Quality Policy 2023

Revisions control page

Date	Summary of changes made	Changes made by (Name)
02.01.2024	Document reviewed. Font changed and reformatted. Update the contents. Add strap line	Tommy Taylor

Quality Assurance Policy

We do what we say we are going to do.

Think FM Solutions upholds a robust quality assurance process, demonstrating unwavering commitment to the objectives outlined in this quality policy statement throughout all its operations.

Objectives:

1. **Understanding customer needs:**
 - We strive to develop a comprehensive understanding of the needs of our customers, ensuring our services align seamlessly with their expectations.
2. **Collaboration for quality work and service:**
 - Working closely with clients, customers, suppliers, and subcontractors, our goal is to provide top tier quality work and service right from the outset.
3. **Continuous assessment and improvement:**
 - Actively seeking and incorporating client and customer feedback, we use this valuable input as a foundation for continuous assessment and improvement.
4. **Employee development:**
 - We are committed to developing the potential of our employees, ensuring that all staff members are proficient in undertaking their work safely and responsibly, in line with the company's health and safety and environmental policies. Emphasis is placed on team training to achieve professional excellence.

Involvement of team members:

- Achievement of these policy objectives involves all team members, each individually responsible for the quality of their work. This collective effort results in an ever improving working environment for everyone.

Management structure:

- Think FM Solutions has implemented a management structure anchored in the quality and commitment of its professional team. The Operations director holds specific responsibility for ensuring the management structure reflects the quality standard, maintaining and enhancing compliance with this quality policy. Regular reviews occur on products and services to surpass established standards.

Continuous improvement:

- In an ongoing effort to develop the company's operations, we continually upgrade its systems. Our approach involves active listening to clients and customers, openly discussing individual contract requirements to ensure complete satisfaction with our service delivery. For every project/contract, a quality plan is implemented, encompassing control measures that meet client/customer requirements within the specified time and budget. We foster a cooperative spirit within our committed team.

Decision-making authority:

- Team members at think FM Solutions are empowered with decision-making authority within the scope of their

responsibilities, working in accordance with documented procedures.

Objectives:

- Our ongoing objectives are to consistently meet the requirements of clients and customers and continually identify improvements to existing working practices.

Individual responsibilities:

- To achieve these objectives, every team member must:
 - Understand customer and client needs.
 - Be responsible and accountable for the quality of work.

This quality policy reflects our dedication to excellence and underscores our commitment to delivering top-notch services while fostering a culture of continuous improvement.

Signed:



Malcolm Hills (Managing Director)

Date: 02.01.2024

Review Date: January 2025