

## Quality Policy

Elementa Consulting recognises the importance of providing a high quality service to its customers. Its Top Management are committed to ensuring the maintenance of a 'quality management system' and will strive towards continuous improvement to align our business of consulting, designing, project managing building services and sustainability consulting activities with customer expectations. Elementa Consulting will raise awareness of its quality management system with its employees and suppliers. In order for Elementa Consulting to measure the progress of its objectives, targets will be set and periodically reviewed.

Above and beyond health and safety, Elementa Consulting Ltd policies are to:

- ensure that the organisation is operationally and financially viable, thus providing security for its customers, suppliers and staff
- understand Customer perception by monitoring service levels
- improve the service to meet or exceed the expectations of the customer
- ensure continuity and reliability of the supply chain
- develop employees to meet business and customer expectations
- address customer issues
- have the facility to implement preventative measures prior to issues occurring
- prevent problems from re-occurring
- ensure the maintenance and compliance of the quality management system

Targets are set and monitored through the application of Quality Objectives & Key Performance Indicators.



J D Kerr  
Managing Director