

**United-UK LLP** is committed to the achievement of customer requirements and expectations and to continuous improvements in quality, value and service.

In order to attain a high standard of service the United Management System (UMS) is maintained and communicated throughout the organisation. The processes and procedures within the UMS describe how the organisations activities are managed and have been designed to ensure that the expected high standards are consistently achieved.

All employees are individually responsible for the quality of their work and are provided with appropriate training to constantly improve the performance of the company. Clarification of the company's policies, procedures and practices is always available from the Directors.

### This commitment is demonstrated by:

- ✓ The achievement and maintenance of prescriptive quality assurance standards such as BS EN ISO 9001 and any customer approvals within our market sector
- ✓ Effective training and development of all of our team and professional relationships with all of our customers, sub-contractors and suppliers
- ✓ The setting of quantitative objectives and striving for continuous improvement
- ✓ The emphasis on prevention of problems rather than a reactive resolution
- ✓ Recognising the prime importance of customer satisfaction in all our activities

We pride ourselves on the quality of service we provide and this is reflected in the amount of repeat business gained and the number of clients we have retained for many years.

All the members of the team understand this policy and are personally responsible for the quality of their own day-to-day functions. The policy is reviewed annually.

The Managing Director retains overall responsibility for the operation of the Integrated Management System implementation of the Quality Policy. It is incumbent on all personnel to be fully committed to the implementation of the Quality Policy and the Integrated Management System.



**Graham Bourton**  
*Managing Director*

Signed Date: 2nd March 2020

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