



Quality Policy

Preferred Management Solutions (PMS)Ltd are a market leading reactive maintenance service provider, operating UK wide and covering all aspects of property maintenance services. From our head office call centre, and utilising our network of managed suppliers, we provide tailored maintenance solutions to meet and exceed the requirements of an ever expanding client base.

Our aim is excellence through innovation, combined with a proactive approach and understanding of our clients' needs and expectations.

The purpose of our Quality Policy is to maintain an effective Quality Management System (QMS) that exceeds client's expectations and achieves the highest standards possible by:

- Managing and delivering works that are defect free, on time and to budget
- Striving to meet client service levels, and exceed their expectations.
- Directors and Managers maintaining personal contact with clients and being actively involved in day to day works
- Developing and nurturing relationships with clients and suppliers
- Promoting the use of local labour and suppliers wherever possible
- Continually monitoring and analysing performance to identify process improvements
- Being committed to the competence, Development, professionalism and health and safety of our employees.
- Listening to our staff, recognising their achievements, giving praise and encouraging their development.
- Learning from experience, correcting mistakes, and preventing future errors and complaints.
- The implementation of and adherence to a framework of policies, procedures and processes that comply with the requirements of ISO9001:2008 and associated codes and regulations.

Signed

Date.....

31/01/2020



WORCESTER BAXI ACCREDITED INSTALLER



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