

QUALITY MANAGEMENT POLICY STATEMENT

The Directors of **SNA 247 Support Services Ltd** are conscious of the need to:

SNA 247 Support Services Ltd sustain and improve upon the high quality of Family Support Services, Education Tutors, provided:

SNA 247 Support Services Ltd give a documented assurance to clients to demonstrate that the necessary quality of service has been, is being and shall continue to be, maintained at all times during any agreed provision of services.

To meet these objectives, the Company has developed this Quality Management Policy.

The Company is committed to providing a high quality of service and this is maintained by:

- 1) the use of trained, competent and skilled workers;
- 2) the ongoing training of staff to provide new skills and refresh existing ones;
- 3) the clear specification of an agreed scope of services with Clients prior to undertaking work; and
- 4) the monitoring of quality on site by management of the Company;
- 5) Meeting the highest standard Quality, Service and Value, and to exceed the expectations of its customers;
- 6) Continuous development, improvement and periodic assessment of all our systems, procedures and resources; together with setting Team objectives and monitoring their progress on a regular basis.

All staff are required to adhere to the company's standard working practices, including those for health, safety, and the environment, defined in its documentation. The Directors shall ensure that this policy and the documented procedures are understood, implemented, and maintained at all levels in the organisation.

A copy of this Policy Statement will be displayed at all temporary work sites. The entire Quality Policy will be available for inspection at the head offices of **SNA 247 Support Services Ltd**

This Quality Policy Statement will be reviewed and revised on an annual basis.

Signed:

Director: Angela Walters

Date: 19th March 2024