



# Property Services Quality Policy

## ISO9001:2015

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Version 1.2
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## Glossary

<b>BSI</b>	British Standards Institute
<b>ISO</b>	International Standards Organisation
<b>QMS</b>	Quality Management System

### 1. Introduction & purpose

Our Property Services division obtained certification under 'ISO9001 - Quality Management Systems (QMS)' in August 2010. This policy states our commitment to comply with this standard and to endeavour to maintain a continual and measurable improvement to our quality management systems.

### 2. Policy statement

- Our directors and managers are committed to operating every aspect of the business to those standards that offer the highest possible quality of service to all customers and clients.
- This is supported by a progressive management style that encourages a quality culture throughout the company. To reinforce this commitment a QMS, ISO 9001:2015, operates in areas of the company.
- Our management is committed to the continuous improvement of the QMS by establishing and reviewing quality objectives for Property Services. This is to ensure that the department operates effectively and efficiently and meets the needs of customers and clients.
- To retain the accreditation of registration to BS EN ISO 9001:2015 is a minimum requirement for all areas of Property Services as is the continued search for improvement. The effectiveness of the QMS is monitored by planned external and internal audits, management reviews and effective corrective and preventive action.
- All personnel have been made aware of the management commitment to this policy in particular and quality in general and are encouraged to demonstrate their own support to the system by continuous active participation.

### 3. Consultation

This document is guided by the company's certification under 'ISO9001:2008 - QMS' which is audited by British Standards Institute. It is their guidance that formats the policy statement and the supporting documentation. This is done

by six monthly audits of the system that can result in the identification of 'non-conformities', 'observations' or 'opportunities for improvement'

The policy was reviewed by British Standards Institute as part of a recertification in June 2013 and reissued without change from July 2013. The next re-certification is 1<sup>st</sup> May 2016 where this policy will be reviewed, in line with the new ISO 9001:2015 standards.

A CBH audit review group consisting of trained internal auditors agreed that this was an appropriate time to re-issue as it was the start of a new three-year cycle.

#### **4. References**

The following are the principal references the related documents (see 5 below) come from the requirements outlined in these references:

- ISO9001:2015 - Quality Management Systems.

#### **5. Related documents**

Below is the list of other documents required to support this policy and the ISO 14001 Environmental Management standard? These documents are audited by the British Standards Institute on a six monthly basis to ensure compliance with legislation and the standard.

- CBH Property Services Quality Manual
- CBH Property Services Quality Policy Statement 2015
- CBH Property Services organisation and process flowcharts (as amended)
- CBH ISO 9001/14001 internal audit programme.
- CBH Environmental Policy

### Document control sheet

<b>Title:</b>	Property Services Quality Policy		
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<b>Consultation with stakeholders:</b>	ISO 9001 Re-certification audit by BSI undertaken on the 10 <sup>th</sup> /11 <sup>th</sup> June 2013 Next re-certification 1 <sup>st</sup> May 2016		
<b>Approved:</b>			
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<b>Next Review date:</b>	1 <sup>st</sup> May 2016		
<b>Equality Impact Assessment:</b>	N/A – to be reviewed.		

### Document amendment history

Version	Type	Date	Brief Description of changes
1.0	New	August 2010	New policy
1.1	Minor revisions	July 2013	Reviewed and resigned - no changes required. Updated to CBH corporate document format to include consultation details etc.
1.2	Minor revisions	October 2015	Reviewed in line with the changes to the ISO 9001: 2015 standards and changes to new policy template