

HSS Hire: Quality Policy Statement

HSS prides itself in delivering services of the highest quality.

We will only remain competitive by listening to our customers, clearly recognising their needs and requirements from our first contact with them, supplying them with what they want.

By focusing on the Customer we can guarantee that they receive the highest standard of service.

First time - Every time

We cannot stand still, the responsibility for improving our services is all of ours, as individuals and working together.

Our commitment to excellent service and high standards will allow us to achieve service levels that delight our customers and bring growth to our business.

Our Quality management system will help us to achieve this by establishing and reviewing a set of quality objectives to continually improve our service.

This will be measured and verified to BS EN ISO 900 1:2000 by the British Standards Institute.



Chris Davies Chief Executive

HSS Hire: FAQ - Quality

Q. Do you have a written Quality Policy?

A. Yes. Copy of Policy enclosed.

Q. Do you carry out regular environmental audits?

A. A team of HSEQ auditors complete environmental audits and risk assessments across the entire business.

Q. Do you have a Quality Manager?

A. Yes. David Wilson, National HSEQ Manager; tel: 07973 809456 or email: dwilson@hss.com

Q. Do you carry out regular quality audits?

A. Yes. A team of HSEQ auditors complete audits across the length and breadth of the company.

Q. Do you have a procedure to deal with complaints?

A. Yes. They are dealt with by our Customer Services Department in Manchester.

Q. Is your quality system independently audited?

A. Yes. BSI audit our quality system under certificate number FS 15113.

Q. Would you allow one of our team to audit a HSS location?

A. Yes. We welcome customer audits with prior arrangements.