

HSS Hire Group: 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 9001:2008 by the British Standards Institute and strive for continuous improvement.



Chris Davies Chief Executive

This policy will be available as a "Master Copy" on the company Intranet and also be available for customers on the HSS Internet