TEAM UK Quality Policy

Team is a global organisation providing specialist maintenance services, engineering solutions and manufactured products.
We recognise that the success of our company (and the approval of its clients) rests on the delivery of quality products and services. We are therefore dedicated to building a shared commitment to 'quality excellence' across our entire business.

We also recognise that the leadership of quality is a board-level responsibility - particularly in a dynamic and changing marketplace. We therefore commit to monitoring the wider business landscape and make any necessary adjustments considering any opportunities and threats so presented.

In pursuit of these objectives, we will:

- Promote a culture of competence, integrity, professionalism, and high quality of service within our organisation, while striving for the goal of 'perfect products and services'.
- Seek to understand the needs and expectations of all relevant Interested Parties and direct our business activities to fully service these requirements.
- Assess and review the robustness of our business to deliver our goods and services via a business continuity plan.
- Set overall quality objectives each year and track our performance against them.
- Ensure that the Team Quality Management System supports our objectives and that these are transmitted to all functions and levels within the business.
- Learn from the experience of our clients and suppliers and (where possible) build long-lasting relationships with both.
- Identify and monitor any shortcomings in our service delivery and make the necessary remediation to prevent recurrence.
- Invest adequate resources in our systems and people so that both contribute to the attainment of high-quality standards.
- Comply with the requirements and continually improve the effectiveness of our ISO 9001 Management System.
- Make this policy publicly available and review the content to ensure continual improvement.

Rachel Dixon

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Director