

Quality Policy Statement

Versalift United Kingdom prides itself on delivery of services that exceeds the expectations of its customers. This is achieved by the active empowerment of employees and the building of relationships with customers, understanding their needs and operating within the framework of the company business assurance system.

The business assurance system is a framework of processes and documented procedures, independently certified to ISO 9001. The framework provides specific instruction and guidance to employees and suppliers on their individual responsibilities and authority when undertaking activities on behalf of the company.

In support of this, the objectives of the company, employees, supply chain and subcontractors are to:

- Meet and where appropriate exceed the requirements of the business assurance system framework.
- Identify, plan, communicate and manage all stages of work from initial planning to completion.
- Measure and review performance against company, department, contractual and legal requirements.
- Provide an unrivalled level of service to our customers.
- Promote a commitment to change and continuous improvement.
- Develop all staff to achieve their potential in pursuance of business goals and objectives.

The company strive to continually improve the effectiveness of the business assurance system framework by setting measurable objectives, analysing feedback and acting on the results.

A management review, internal audit and customer feedback process is used to monitor and measure the achievement of business objectives to ensure the business delivers continual improvements both within the company and in the services provided to customers.

The company will collect and use personal data to ensure the quality of service and product is maintained.



Andy Bray
General Manager - Director
November 2020

This policy is reviewed annually, publicised on the company internet and is made available to external parties on request.