



Commercial Property Maintenance
www.cpmmidlands.co.uk

Quality Policy Statement

CPM Midlands was founded in 2017 Company Number 11058791 and is backed by many years of experience providing a high-quality service in commercial property refurbishment, maintenance and repair, and exterior civil engineering and groundworks.

The company recognises the contribution staff play in the success of the business. It also recognises the importance of communicating business goals and quality objectives, one of which is to provide excellent customer service via policies and procedures throughout the business. Staff are supported through training and regular review of the effectiveness of activities to achieve its aim for continual improvement.

The company is therefore committed:

1. To developing a Quality Management System to meet all applicable requirements of ISO9001:2015
2. The system is to be based on continuous improvement and prevention of, rather than correction of problems
3. The aims are to supply a service which not only meets but exceeds the requirements of its customers
4. To complying and wherever possible exceeding legal and other applicable requirements
5. To establish strong relationships with customers, suppliers and sub-contractors, which will contribute to the continued success and growth of the business. We will also use local suppliers where practicable to help combat climate change.
6. To communicate the Quality Policy and objectives to all staff.

The Quality Policy is a reflection of the company's commitment to achieving its objectives and the policy will be reviewed at the Management review meeting to ascertain its continuing suitability.

SIGNED

CRAIG OAKLEY
DIRECTOR

May 2022
Issue 2
Review Date: May 2023