

QUALITY POLICY

Objective

Ensure that our services meet client requirements and conform to all relevant legal and regulatory requirements.

Background

ACAD Services was established in 2016 to provide technology consulting services to corporate and government clients with a focus on:

- Property and Facilities management
- Asset Management
- Development and construction

ACAD services independent consultancy is 100% dedicated to customer satisfaction. With experience in a range of technologies such as internet of things, security systems, wi-fi, building services networks, control centres and smart buildings.

Commitment to Quality

The directors and staff at ACAD services are committed to:

- Exceeding client expectations and achieving high levels of satisfaction with all our services.
- Providing safe, sustainable, innovative and cost-effective engineering solutions and services.
- Keeping updated with the latest techniques and technologies to maintain our competitive edge.
- Providing training to ensure all staff have the right skills to deliver the desired outcomes.
- Promoting the quality management systems and ensuring implementation is achieved through internal auditing, management review, and applying corrective actions.

- Establishing, reviewing, and communicating the company's quality objectives at all levels within the organisation. The objectives are monitored on an ongoing basis through the quality management plan and reviewed during planned management review meetings.
- Reviewing this policy for adequacy during planned management review meetings.

To uphold our commitments in delivering exceptional service, we will maintain and continually improve our Quality Management System in accordance with ISO 9001:2015. This system will further facilitate continuous improvements to our services and our organisation.

Policy Communication

Our Quality Policy is communicated via the intranet and to all new staff during induction and is available to all interested parties upon request.

Endorsement

This policy was adopted by ACAD Services on 23/06/2021.

This policy was last updated on 4/09/2023.

Next Review: August 2024.



Bob Firth
Principal Consultant