



RS Property Services (Maintenance) LTD
Head Office: The Old Schoolhouse, Colleslie
Fife, Scotland KY15 7UU
Telephone: 0800 221 8088
Website: www.rspropertieservices.org
Company Registration: SC394199

QUALITY POLICY STATEMENT

RS Property Services (Maintenance) Ltd aims to ensure that the services we offer our clients meet our established requirements and are provided safely and on time. This will be achieved by compliance with the RS Property Services Quality Management System (QMS) and a commitment to improve the effectiveness of the system.

- The QMS is designed to fully comply with the ISO 9001:2015 Quality Management standard following annual assessments/audits & re-certifications by BSI (British Standards Institution).
- We are committed to involving our clients and suppliers in the development and operation of our QMS. With ever increasing demands on quality, price and service, this gives all our stakeholders real confidence that we have a structured system certified by the UK's national standards body.
- Daily and weekly site inspections and structured client surveys form part of our QMS to ensure client satisfaction.
- The senior management team will show leadership and commitment and bears the ultimate responsibility for establishing, implementing, integrating and maintaining the QMS.
- Through direction and support, each employee will have an understanding of the importance of the QMS function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation. Equally, every employee is responsible for, and will be trained to perform the duties required by their specific roles.
- The organisation has a policy of promoting continual improvement and the setting of quality objectives in line with the framework laid down within the ISO 9001:2015 standard. These objectives will address the risks and opportunities within the organisation as determined by senior management and will be regularly reviewed.
- The Quality System will be monitored, measured, evaluated and enhanced regularly under the senior management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

A handwritten signature in blue ink, appearing to read 'Roger Springham', is written over a horizontal dotted line.

Roger Springham
Managing Director
RS Property Services (Maintenance) Ltd

12th February 2024