

15.05 Quality Policy

Horizon Offsite Ltd. is committed to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improving processes, products and services, meeting and exceeding customer satisfaction at all times. The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Directors and senior management. It is compulsory that all staff recognise and accept our philosophy of quality service delivery, accepting accountability for their own output.

- Fully identify and conform to the needs of our customers, improving customer satisfaction.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Provide extensive staff training.
- Achieving and maintaining a standard of excellence in the operation of our business.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation.
- Providing sufficient resources and equipment to ensure that we can operate to the highest standards
- Ensuring that our policies and procedures have the full support of senior management.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.