



Plant Hire and Sales Ltd.

Brandy House Brow
Blackburn
Lancashire BB2 3EY

Telephone: 01254 54294
Fax: 01254 581260

www.bandwplanthire.co.uk



Quality Policy Statement

B & W Plant Hire and Sales Ltd is committed to ensuring that our plant hire, haulage and contracting operations are performed to the highest standard in order to meet or exceed our customers' needs and expectations in line with our core values.

To achieve this, we have established, implemented and maintain an effective and efficient quality management system (QMS) consisting of policies, procedures and work instructions and processes

The Quality Management Statement takes account of the best industry, health & safety practices and regulatory requirements.

We employ trained and competent staff, who are expected to adhere to all aspects of the Quality management Statement that relate to their post.

We communicate widely to our employees to highlight our successes and acknowledge their contributions to improving the quality of our services.

Employees are actively encouraged to make suggestions that will improve our processes and procedures. We monitor our performance through internal audits and the implementation of a series of Key Performance Indicators that measure service provision, the effectiveness of our processes and customer satisfaction.

The data is analysed and used as a basis for setting objectives and targets to improve the Quality Management Statement with consequential improvement in hire operations and increased levels of customer satisfaction.

Managing Director

Date 30/01/2020

review date 30/01/2021