

Quality Policy Statement

This is the Quality Policy Statement of

Smart Managed Solutions A Trading Name of HR Facilities Limited

Smart Managed Solutions believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and to provide a service that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also, to continual development of the system and helping to ensure it remains effective.

The continuing Policy of Smart Managed Solutions is to provide a high quality, professional and efficient service to ensure the satisfaction of all the requirements of our clients. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.

Our quality programme is based upon continual improvement, consistent with current knowledge, in which we implement the following:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Achieve our commitments for quality, cost, and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Organisation to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System 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 his or her specific role.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organisation as determined by Top Management.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

L. Metcalfe Managing Director

Signed:



15 th May 2023	15 th May 2024
Effective Date	Review Date