TRUSTSEAL LTD
Highway Maintenance Contractors

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Trustseal Ltd Quality Policy

Trustseal Ltd is committed to delivering superior high friction surfacing solutions with the highest standards of quality. This policy outlines our dedication to excellence in all aspects of our operations.

Policy Statement

Trustseal Ltd shall:

- Maintain an Integrated Management System compliant with ISO 9001 & 14001 and National Highway Sector Scheme 7, continually improving its effectiveness.
- Comply with all applicable legislation, regulations, and industry standards as a minimum requirement.
- Set and review quality objectives regularly, focusing on customer satisfaction, complaint reduction, training standards, and safety performance.
- Provide necessary resources and support from top management to achieve quality goals.
- Deliver exceptional customer service, addressing any complaints promptly and effectively.
- Implement rigorous supplier and subcontractor approval processes to ensure alignment with our quality standards.
- Engage in proactive communication with third parties to maintain control over external processes affecting our quality.
- Foster a culture of continuous improvement, encouraging innovation and best practices adoption.
- Invest in employee training and development to enhance quality awareness and skills across all levels of the organisation.
- Regularly review and update this policy and our management systems to ensure ongoing relevance and effectiveness.

Responsibility

Quality is the responsibility of every employee at Trustseal Ltd. Management at all levels shall ensure this policy is communicated, understood, and adhered to throughout the organisation.

Implementation

This policy shall be implemented through our Integrated Management System, supported by detailed procedures, work instructions, and quality objectives.

Review

This policy will be reviewed annually by top management to ensure its continuing suitability and effectiveness in meeting our quality objectives and customer requirements.

Jon Wragg Managing Director, Trustseal Ltd Date: 6th Sept 2024