

# Quality Policy Statement

## Policy

Total Office is in the business of the sale, marketing and distribution of stationery, office products, furniture and printed items, the repair and contract maintenance of office equipment and including the recycling of toners and cartridges, disposal and recycling of office waste for clients.

It is the company objective to become the first choice of its customers for the provision of such goods and services, by consistently meeting their requirements and by providing goods and services of the utmost quality.

Quality workmanship and service, as embodied in the Quality and Procedures Manuals, are obligatory for all employees and suppliers/subcontractors are required to provide corresponding levels of performance.

To this end, the Company has a comprehensive documented quality management system to comply with the requirements of ISO 9001:2015 and is committed to maintain and continually improve its effectiveness.

This is achieved in part by setting the following quality parameters and measuring performance against these:

- ❖ Ensuring all employees are suitably trained and proficient in their activities
- ❖ Increasing customer satisfaction and continued reduction in complaints
- ❖ Compliance with relevant regulatory and industry standards, including health and safety
- ❖ Control of costs

The Directors will liaise with company seniors and staff to run the QMS and the MD and QM have authority to deal with all matters relating to quality.

Signed..... 

John Thurgood  
Managing Director

Date: 01/12/2020

