



the coalfields  
regeneration trust

## QUALITY POLICY.

The Coalfields Regeneration Trust (the group) is committed to operating its' business to standards that offer the highest possible quality of service to all stakeholders, customers and beneficiaries. The Trust (the group) recognises that a progressive management approach which encourages quality and a continuous improvement culture throughout the Trust and its subsidiaries will be needed to support this commitment.

To meet this aim the Trust (the group) will:

- Reinforce the commitment by implementing in all areas, a Quality Management System which complies with the international standard of quality management, BS EN ISO 9001:2015 and all other applicable compliance obligations and requirements.
- Show commitment to continuous improvement by establishing and reviewing quality objectives for all areas, to ensure that the company operates effectively and efficiently and meets customer needs.
- Monitor the effectiveness of the Quality Management System with planned audits, management reviews and effective corrective and preventive action.
- Provide necessary resources and ensure responsibilities and authorities are determined and communicated.
- Seek structured feedback from customers.

It is recognised that improvements in efficiency, process understanding and compliance help to ensure delivery of quality services that meet stakeholder requirements, as will maintenance of knowledge.

All personnel have been made aware of the management commitment to this policy in particular and quality in general and are encouraged to demonstrate their own support to the system by continuous active participation. They have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company and its subsidiaries. They are required to familiarise themselves with the Quality Manual, which defines the Quality Management System that has been established as a means for achieving the quality objectives.

The contents of this policy and the way in which it is being implemented will be reviewed annually for continuing suitability.

Signed: *G. Ellis*

Chief Executive

Date: 2/07/18