

## **Quality Policy**

Established in December 2011, HR Services Scotland Limited provide advice, support, consultancy and training to organisations throughout the UK. Our specialist areas include Human Resources, Employment Law, Health and Safety, Quality Management and Management Consultancy.

The company operates within Brandon House, Brandon Street, Hamilton, ML3 6DA.

The organisation works within the Quality Management System which was created in compliance with ISO 9001:2015. The model for the management system is based on the Plan, Do, Check and Act approach which promotes continual improvement ensuring that customers receive excellent service levels.

The Quality Management System is supported by a Health and Safety Management System meeting the Health & Safety (HASAW) requirements (1974), a People Management System in line with the ACAS Code of Practice and Accountancy practices in line with HMRC and Companies House regulations.

In order to ensure systems are future-proof, and owned across all areas of the business, this Policy commitment, along with establishment of 'Programme of Objectives & Targets' is cascaded through all levels, with all employees working to improve local Operations.

The company monitor and review performance and processes through Management Review and a non-conformance procedure which runs alongside a risk register to optimise performance and reduce potential risks to the business.

I am committed to and ultimately responsible for ensuring that all staff work towards optimising performance and that the high quality standards set out in our Quality Management System are met by all parties.

This Policy statement is displayed on the premises, website and made available to all interested parties.

Issued By:

  
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**Andy Purdon**  
Managing Director

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