
QUALITY POLICY

Fasset Ltd

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Fasset aim to provide first-class property management services and project management to customers. We are committed to leading best practice and innovation within our sector and ensuring that we meet all statutory and regulatory requirements by which we are bound. We fulfil our commitments by focusing on 4 key principles:

- Business Excellence

We are committed to delivering excellence through ISO 9001 and driving innovation in facilities, property and construction/refurbishment project management. Through various management strategies and by the application of various tools and techniques, we continually monitor, measure and improve our business performance.

- Customer Focus

Our customers are our primary focus and we pride ourselves in forging strong relationships with them, allowing us to understand their requirements. We implement robust business processes and work proactively with the aim to exceed those requirements. We actively seek customer feedback in order to improve our environment and services, and promote a positive, customer-focused culture by involving colleagues with improvement activities.

- Engagement and Inclusivity

Fasset's key goals are to retain and attract customers by maintaining high customer satisfaction levels. Colleagues and key contractors understand the importance of their contribution to the quality management system and the achievement of our top level business goals. Our quality objectives uphold and reinforce these goals and all colleagues and contractors working for Fasset take pride in what they deliver to our customers.

- Process Management

Continual improvement of our core processes is key to the success of our business. We strive to operate a process-led culture that delivers customer requirements via mature and embedded management systems. We use tools such as KPIs, 360 feedback and internal audits to assist us in evaluating and improving our business processes.



9001 - FS 57974



Signed:

Michael Cripps

Director of Operations

Date 7th July 2018

Ellie Slater - Quality and Environmental Coordinator

July 2018
