



Hills Gardens Ltd

Quality Policy

- Hills Gardens Ltd was established in 2011 to provide grounds maintenance and external landscaping services to the domestic and commercial market.
- Quality is important to our business because we value our customers. We strive to provide a professional service to our customers. We are also committed to continuous improvement.
- We provide training and development for our workforce.
- We regularly have all our machinery and tools tested and maintained. We keep records of all maintenance and servicing carried out.
- All work is monitored by a site supervisor or project manager.
- A full risk assessment undertaken at the beginning of every project.
- We measure the performance of our suppliers for quality products and best price.
- All members of staff are given a copy of our policy and trained in its requirements.
- We take any complaints seriously and look to resolve them as promptly as possible.
- The policy and all supporting documentation is monitored on a monthly basis and any identified trends or issues are dealt with immediately. Our practice is then updated accordingly and all staff informed and, if necessary, trained.
- We review our policy annually.