

# Quality Policy Statement

GW Highways Ltd is committed to providing and delivering the customer great services and support to make the management of our customer's service an easy and enjoyable experience.

## We are committed to:

- Meeting legal requirements.
- Meeting the requirements of the standards ISO 9001 and National Highways Sector Scheme 16.
- Continually improving our QMS to ensure conformance to ISO9001 & National Highways Sector Scheme 16
- Meeting the needs and expectations of interested parties.

## To achieve this we will:

- Provide our customers with a quality service in accordance with their expectations.
- Provide our customers with free content, information, and industry insight to improve their awareness of services on offer and technology developments.
- Provide timely and accurate support to our customers.
- Listen to our customers when developing and enhancing our services.
- Provide an environment where staff can grow and develop their skills.

## We will measure our progress through:

- Setting objectives
- Documenting plans
- Reviewing performance

## We will enable this by:

- Training our employees
- Training our Partners
- Improving our services and associated products
- Investing in resources
- Investigating new technologies
- Making our policy available on our website.

Policy Authorised By



David Gibbins, Director



Luke Wenham, Director

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