

Quality Policy

Cornerstone is a quality driven organisation with a corporate vision to grow by providing innovative support service to our clients, whilst providing a level of service and focus that meets expectations and delivers complete satisfaction.

We are committed to:

- Meeting and satisfying client requirements
- Developing a quality culture and promoting quality awareness throughout the organisation
- Complying with client and other requirements to which we subscribe

We will meet these commitments by:

- Ensuring an acceptable level of delivery quality in accordance with client requirements
- Measuring and monitoring information relating to customer perception
- Measuring and monitoring information relating to process performance
- Ensuring that the quality policy is communicated and understood throughout the organisation
- Providing the necessary training to our employees and others, including temporary employees to en-sure their competence with respect to quality
- Ensuring that measurable quality objectives are established and reviewed

In addition to this, we will:

- Provide sufficient physical and financial resources and technical expertise
- Establish systems to determine the qualities of contractors and suppliers ensuring that they share our quality standards and values
- Monitor and review the competences and areas of performance of our contractors and suppliers which impact quality
- Ensuring that employees and contractors are made aware of the importance of meeting customer, statutory and regulatory requirements
- Encourage all employees to take a responsible attitude towards the attainment of high standards of customer service which is necessary in maintaining customer confidence in the capability of Cornerstone
- Incorporate an ongoing development of our management processes and procedures

We are committed to the continual development of our people and the continual improvement of our Quality Management system operating in accordance with ISO 9001:2015 Standard. We will review this policy regularly for continuing suitability, and communicate it to all persons affected by our activities, and interested parties. This policy is available to relevant interested external parties, as appropriate.

Pat Coxen
CEO

Date: 13-May-2024

