



## Pests Birds and Bugs Limited

### Quality Policy Statement

Pests Birds and Bugs Limited was established in 2016 to provide general pest control services to the domestic and commercial marketplaces. We are based in Lymington, Hampshire.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and frequently review our procedures in order to provide a better service. Continuous Professional Development training courses provide a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly.

A written copy of this policy can be found in our offices.

Although the Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Signed:

(Peter Cherry, Director)  
1 January 2017  
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