


Redhall Networks Limited	
Business Management System	
Document Reference: RHNL-QPS-017	
Quality Policy Statement	

Quality Policy Statement 2017-2018



Through positive leadership and empowerment, I will ensure Redhall Networks (RHNL) will be compliant in the services we provide and seek continual improvements so as our services fully meets our clients' needs and expectations. All the things we do shall be in line with the defined scope of our standards and the contents of our procedures shall be 'fit for purpose' and tested.

The management and personnel at RHNL are dedicated to providing best industry standards of service and workmanship. This will be attained by training programs both site mentored and classroom based. RHNL will endeavor to develop and maintain existing and new client relationships. Auditing of our supplier base will allow competitive pricing; thus facilitate our ability as a telecommunication specialist engineering service to consistently meet our stakeholders specified build expectations and requirements.

- Our people will be the cornerstone of everything we do and resources shall be provided and maintained in order to meet our business demands
- Our customers will enjoy the benefit of our services through effective communication from our Top Management. Customer focus and satisfaction will be given special attention
- Our targets and objectives shall be a 'discussion point' at every management meeting and our metrics in place shall be communicated to the wider business at regular intervals
- Proactive monitoring of sites shall identify any foreseen/unforeseen risks or nonconformance in standards and actions put in place accordingly to prevent future lapses in compliance
- Our business is technology driven so our organizational knowledge base is constantly changing. Tracking of specifications and the effective communication of these telecom standards will help to upskill our engineers in order to carry out the service our clients demand
- RHNL end product is a detailed HOP hand over pack, so our systems of work will verify our onsite services and comply with our clients' instructions and specifications
- From time to time the physicality of the work instruction is impossible to achieve so RHNL will offer a practical solution to the existing design and ensure these changes are verified, agreed and communicated back to the client for authorization. All changes shall be fully documented
- Free issue materials issued to RHNL shall be recorded onto our clients databases, tracked and executed accordingly with finite detail included within the HOP for a compliant site handover
- Our services will be monitored, measured and analyzed periodically from office quality, to site install quality and final hand over HOP quality with metrics in place to identify performance
- RHNL will review our internal business functions and report on findings to Top Management in a period no less than 12 months. The inputs shall produce an improvement plan that will seek to make changes to the systems of work and/or resources plus research technology for further opportunities to improve our service to our customers

Gavin Rabbitt

Signed: 

Managing Director

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