

NPS Group Quality Policy

Providing Property Design and Management Services
across the UK

Quality to NPS means:

- Customer satisfaction – aiming to achieve or exceed customer requirements
- Continuous improvement – developing our services and products to the benefit of current and future customers
- Clear goals – agreeing measurable quality objectives each year, reviewing them regularly and communicating them to all staff
- Competent staff – ensuring that they are well informed, competent and appropriately trained
- Commitment to our partners and suppliers, working closely and positively with them to achieve a high quality service for our customers

NPS meets these aims by:

- The maintenance of a Business Management System which meets the requirements of ISO 9001:2008
- The proactive collection and use of formal and informal feedback
- Regular reviews of all business and technical processes and procedures
- A robust training programme to meet the needs of both NPS staff and the services delivered by them
- Agreed measurable objectives for all NPS offices which are recorded in the annual NPS Group Business Plan

Signature: _____



Date: 1st December 2009

Mike Britch
NPS Group Managing Director

focus on our customers