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BANHAM

SECURITY

QUALITY POLICY STATEMENT

Banham Keyholding has for many years endeavoured to adhere to the standards of quality required by the British Standards. The nature of the Company's activities places particular emphasis on experience, expertise, capability and quality.

Ultimately, quality is a team effort. If all procedures are followed, quality will result, and our client will benefit. In order to maintain quality, no deviations can be permitted from the specification without prior authorisation from the Managing Director or the client.

The key to success in our competitive environment is to continually strive to increase customer satisfaction and to this end:

- The Company ensures that all employees are committed to meeting and complying with the regulatory, legal and environment expectations of the industry that have been agreed by insurers, Police, professional institutions and relevant trade associations.
- The Company provides an environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction, with the aim that such a policy attracts a high calibre of employee.
- All employees are responsible for the quality of their work and are committed to participate in the operation of the Quality Management System.
- The Company in periodically reviewing the Quality System, give Preventive Action priority to ensure that potential non-conformities are avoided and continually strive to improve the effectiveness of the Quality Management System.
- Management keeps abreast of changes and innovations that may be of benefit to existing markets and provide direction to new business.
- Measures are in place in essential core areas of the business, which indicate how well the business is performing. This includes not only basic business measures of cash flow, sales, capital expenditure etc, but also complaint resolution criteria and contractual obligations such as call out response times. Additionally, data is gathered to determine success in continually satisfying the Customer's expectations.

Dissatisfied customers constitute business risk. We operate in compliance with BS EN ISO 9001:2015 (Quality System), BS 7858:2019 (Security Screening) and (BS 7984-1:2016) (Keyholding and Alarm Response Services). CMS Keyholding maintains a quality management system that is under constant review so as to ensure that effective and efficient practices are pursued.



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Managing Director

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