



lynkcs.co.uk

Lynk Contract Services Limited

12 Elcombe Close, Bracklesham Bay, West Sussex, PO20 8QZ

Tel: 01243 670606 Mob: 07528 953 986

Email: chris@lynkcs.co.uk



Quality Policy Statement

Lynk Contract Services Limited is committed to total customer satisfaction, and compliance with regulatory bodies at all times, at maximum effectiveness and minimal cost.

Every employee is charged with the responsibility to meet customer requirements and continually improve the quality in keeping with our objectives.

Employee development through involvement, training and effective communications is essential in maintaining the satisfaction of its customers.

By continuing to improve the ways we treat our customers, employees, and vendors, we will contribute to the mutual business and personal success of all.

Top management will hold regular review meetings to ensure quality objectives are met and subject to continual improvements.

We Aim To:

- Understand our markets and customer needs and expectations and continuously improve our service to facilitate growth
- Develop our technology and infrastructure continuously in order that we may offer the latest available technology to meet our customers' expectations and the ever changing demands of the market place
- Provide a high level of service to our customers with as minimum cause for complaint as possible
- Ensure that when complaints are received, they will be attended to in a timely manner with a view to eliminate the root cause and prevent recurrence
- Maintain a healthy constructive work environment that enables personnel to produce optimal output

Scope

This policy applies to all employees, sub-contractors and suppliers that engage with the company and it is the responsibility of Christopher Hawkes to ensure that this policy is complied with.

Review

This policy is to be reviewed at least annually with the next review due in July 2021. It will also be reviewed in the event of any customer complaint or dispute.

Application

The Quality Policy is to be applied to all activities undertaken by **Lynk Contract Services Limited** and must be enforced by all managers and supervisors and implemented by all employees.

Responsibilities

The responsibility for determining the Company's Policy on quality matters lies with Christopher Hawkes.

A handwritten signature in black ink, appearing to read 'Ch Hawkes', written in a cursive style.

Christopher Hawkes
Director

01 July 2020