

Our Quality Policy

We use XOrb technology and cutting edge equipment & services to radically improve the sustainability of traditionally water intensive processes. We provide our technology, services and products to a wide range of Industries – including Hospitality & Commercial Laundry.

Hydrofinitivity is committed to achieving and maintaining the highest standards of workmanship and strives to exceed customer requirements. It is committed to delivering a high standard of service to customers at all times. Adherence to this important management system is a requirement for all employees.

The Directors of the Company recognise their accountabilities for managing quality within the Company's activities and have established a Quality Management System which complies with the requirements of BS EN ISO 9001, 2015 to achieve this.

It is the intent of the business to continually improve the effectiveness & implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

It is recognised that quality is the responsibility of all employees, and line management are charged with ensuring the clear communication and understanding of the management system among all their staff.

The Key Quality Principles at Hydrofinitivity:

Customer Focus

Our customers are the focus of all we do, and we are committed to supplying them with high quality products and services that meet their requirements. We strive to always meet or exceed customers' expectations.

Leadership

As a management team we lead by example, demonstrating the highest standards of integrity and honesty that is expected of all our employees.

The Senior Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

Engagement of People

We seek to recruit and retain highly motivated, competent people. Our people are our most important resource. We encourage their full involvement in the quality process and aim to develop their abilities for the benefit of both the individual and the Company. We give opportunity to all our employees to contribute to the success of the company.

Process Approach

We manage each business process as a series of planned activities to produce the right product and/or the right service at the right time, with minimum wastage. We understand and manage interrelated processes to ensure the effectiveness and efficiency of the system, which uses the 'Plan, Do, Check, Act' process.

Continuous Improvement

We are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality management System. We set clear business objectives and monitor our progress towards their successful achievement.

Evidence Decision Making

We measure our performance in key activities and make decisions based on evidence, to ensure the decisions made are the right ones.

Relationship Management

We treat our suppliers and partners how we would like to be treated. To improve quality we seek to develop mutually beneficial relationships, which then leads to greater reliability, enhanced services and increased efficiency.

All Managers will:

1. Plan policy implementation and ensure the appropriate resources are in place
2. Ensure Quality Management System requirements are reviewed regularly, and are easily available to all who may need them
3. Monitor, measure and review performance to learn from experience and ensure continued improvement
4. Ensure that, through training, coaching and guidance, all employees are competent to undertake their duties

This policy will be communicated to all employees and organisations working for us or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by senior management and, where deemed necessary, will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties upon reasonable request.

Mike Ferrand, Managing Director - Hydrofinit