



Quality Charter

Harvey Shopfitters are committed to sustaining the highest standards of service and client satisfaction. This commitment is expressed in a quality charter that forms the foundation of our relationship with every one of our clients. Quality begins with the people who deliver our services, so it follows that this charter also encompasses the guiding principles upon which our organisation continues to develop and retain its consistently excellent, committed, loyal and accomplished staff.

Our quality charter sets out these fundamental principles in five key areas: Customer Focus, Leadership, Involvement & Development of Personnel, Continual Improvement, and Mutually Beneficial Client Relationships.

Customer Focus

- We recognise the vital importance of fully understanding each client's business and their specific requirements in order that we may exceed their expectations.
- We appoint a dedicated management team to provide the client with a clear channel of communication throughout the project, ensuring that the client's needs and expectations are adhered to at every stage.
- It is the responsibility of the dedicated management team to ensure that the client's requirements are clearly and effectively communicated throughout the project team, and also fully understood by senior management.
- We maintain close liaison with the client throughout the entire course of the project to ensure we fulfil all objectives and requirements to the complete satisfaction of the client.

Leadership

- We foster a working environment in which all personnel recognise the contribution of their role toward achieving and maintaining the exceptional standards of service and quality for which the company is renowned.
- Provide personnel with resources and training to develop their knowledge and skills, while encouraging initiative and a sense of responsibility and accountability.
- Clearly communicate the company's goals and objectives, together with the principles and ethics that guide the organisation in all its activities.
- We ensure that the contribution made by each individual is recognised and they are rewarded for their part in the company's success.

Harvey Shopfitters Limited

Common Road, Hanham, Bristol, BS15 3LL
Tel: 0117 961 4616 Fax: 0117 935 2549

www.harveyshopfitters.co.uk

Involvement & Development of Personnel

- We ensure that every member of our staff appreciates the important contribution made by their role within the company.
- We encourage employees to approach problems as challenges, and in so doing experience the satisfaction and fulfilment that comes from their responsibility for achieving successful solutions.
- Promoting a culture of self-evaluation in which staff can identify shortcomings in their performance while providing them with opportunities to actively develop their competence, capabilities, knowledge and experience.
- Providing clear guidelines by which staff can evaluate their own performance against the standards and objectives that represent excellence in their specific role.
- Ensuring that all staff feel comfortable to raise and openly discuss any issues arising in the course of their duties or in their wider relationship with the company.

Continual Improvement

- Provide all of our personnel with training opportunities and resources to enable a programme of continual improvement and professional development.
- Constantly evaluate and improve the company's operational practice, processes and systems by drawing upon staff experience and receiving input from all individuals within the company.
- Establish clear objectives and guidelines allied to effective processes that enable us to track, monitor and evaluate progress as part of a programme of continual improvement.
- Recognise and acknowledge improvements on an individual level, while refining and implementing principles of best-practice to improve performance across all of the company's activities.

Mutually Beneficial Client Relationships

- Nurture positive, enduring and fruitful relationships with all of our clients, with a view to achieving long-term mutual benefit.
- Share expertise and resources with our clients.
- Ensure clear, open and honest communication.
- Establish a partnering arrangement to improve development opportunities and facilitate success for both parties.

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