



Quality Policy

The directors, management and staff of James Penman Plant Hire Ltd are totally committed to provide a high quality, professional service to all our customers in all aspects of our business. This policy operates in conjunction with our health and safety and environmental policies.

The company's objective is to continue to try and improve this quality. We use modern, high quality construction plant and machinery in our fleet and have recently upgraded some machines with GPS systems to work more efficiently. Our fleet is regularly maintained and replaced by new equipment when appropriate. Our policy is to employ only competent, trained and qualified operatives.

Our employees are encouraged to suggest changes which could lead to an improved quality performance. Each employee is made aware that they are responsible for the quality of their own work and that it must meet requirements of the company and customers.

Our management team both on site and in the office/depot will keep in personal contact with our customers to ensure that the quality of our on-site operations, Management Services and commitment are continually monitored, reviewed both internally and externally and wherever possible improved up on.

It is the Company's policy to continue to deliver a service on time, anytime at a competitive cost and to carry out that service to our customers satisfaction, as quickly and efficiently as possible.

This policy will be monitored and reviewed annually by company directors.

Signed on behalf of:

Name (print): Wendy Penman

Position: Director

Signed: 

Date: 09/07/21

Review date 09/07/22