

Quality and Environmental Statement

Introduction

Eco Design Consultant accepts that it has a responsibility to the principles of quality sustainability and environmental awareness as summarized by the ISO 14001:2015 standard and ISO 9001:2015 standard.

Quality and environmental objectives

We aim to provide a professional and ethical service to our clients. To demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality & Environmental Objectives

- We will endeavour to deliver our services to specification, on time and to the price quoted, keeping complaints and negative feedback at the same negligible levels as measured through annual audits of client feedback and through an end of project review.
- We will continue to conduct our business in an ethical and professional manner, keeping complaints and negative feedback at the same negligible levels as measured through annual audits of client feedback and through an end of project review.
- We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible. We will measure this through analysis of non-conformance reports, complaints and negative feedback, keeping the number of incidents at the same negligible levels.
- We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities, including environmental legislation. This will be assessed through review of compliance with relevant codes and obligations.
- We will ensure that we continue to reduce any harmful impact our operations have on the local and global environment; raise staff awareness of environmental issues and enlist their support to improve the company's performance; and encourage its suppliers and customers to adopt similar principles. We will monitor, measure and set goals through the use of an environmental impacts/aspect's matrix.
- We aim to make a profitable return on our activities to fund ongoing development and growth of our business, measured through annual accounts.

Responsibilities

The Directors have the overall and final responsibility for the Environmental Policy with the Management Representative in charge of the co-ordination, implementation and monitoring of the policy throughout the organisation. The Environmental Policy will be communicated to all staff and a copy will be sent to each staff member. Each staff member takes responsibility for their own work area. Copies may be made available to customers on request. The policy will be reviewed quarterly at Directors Meetings and any updates cascaded throughout the company.

