CPM® | Quality Policy Statement

Every member of UK CPM is dedicated to the pursuit of quality and excellence in providing UK CPM's customers with the best service that can be accomplished. UK CPM recognises that only by achieving customer satisfaction can UK CPM secure the future growth and success of UK CPM's company.

It is the policy of UK CPM to provide Car Parking Solutions through Enforcement, Technology and Self-Ticketing

To ensure achievement of this policy, a Integrated Management System is established to meet, and continue to meet, the requirements of BS EN ISO 9001:2015.

UK CPM' s quality objectives are:

- ✓ UK CPM will ensure that customer requirements and expectations are fully understood, standards created, and service delivery continually monitored against these standards.
- ✓ UK CPM will Consistently meet customer requirements by quality performance and adoption of best practice.
- ✓ UK CPM will continually review and monitor all aspects of operations to identify opportunities for implementing continual improvement.
- ✓ UK CPM Management Team analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that UK CPM's Quality Objectives are met on a quarterly basis.
- ✓ UK CPM aim to make a profitable return on UK CPM's activities to fund ongoing development and growth of UK CPM's business.
- ✓ UK CPM will conduct UK CPM's business in an ethical and professional manner.
- ✓ UK CPM are committed to satisfy UK CPM's clients' requirements and get things right first time.
- ✓ Should UK CPM make a mistake, UK CPM will admit it and rectify the situation as quickly as possible keeping appropriate records.
- ✓ UK CPM will ensure that all appeals must be responded to within 28 days

Quality management implementation is through the Integrated Management System which is mandatory in application. However, it's success can only be achieved by the participation and commitment of everyone at UK CPM. All persons working with or for UK CPM's organisation will receive full support to ensure the integrated management system is understood, implemented and maintained throughout.

It is UK CPM's responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

Signed:

James Randall
Managing Director
Date: 25th January 2019