



Proud to be part of SHG

QUALITY POLICY

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Prepared by:	Jason Tighe
Date effective from:	23/03/2022
Policy approved by:	John Bowker
Review Date:	23/03/2025
Signed:	

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	01
Lead officer:	Jason Tighe
Signed:	



1 INTRODUCTION

- 1.1 Three Sixty (SHG) Ltd is part of the Stockport Homes Group and delivers maintenance, planned works, construction and development for both Stockport Homes Ltd and other clients. This policy will define Three Sixty's commitment to and management of quality, for all of its customers driven by its leadership commitment at all levels.

2 Authorisation

- 2.1 All Three Sixty employees shall comply with this policy and its associated arrangements as a part of their roles and responsibilities. We will bring this policy to the attention of our employees, supply chain partners and all relevant interested parties, and review it on regular basis.

3 POLICY STATEMENT

- 3.1 Three Sixty shall create and maintain a culture where the team are focused on delivering quality for our customers ensuring that it is trusted by its clients on all projects that it completes.
- 3.2 The company will ensure that everyone takes responsibility for quality, empowering our people to become experts in their roles whilst embedding lessons learnt and best practice to drive continual improvement across the business.
- 3.3 Three Sixty will continually review robust indicators to measure performance including planning, delivery, satisfaction and auditing both internally and by external experts. The performance will be measured and reported via corporate Key Performance Indicators which will be developed in conjunction with customer requirements.
- 3.4 Quality will be assured by implementing a business leadership review process that creates a framework to establish and meet our quality objectives and deliver on our business aims and commitments.
- 3.5 The company will engage and maintain accreditations with industry authorities whilst implementing auditing processes to meet recognised required standards such as NICEIC, CHAS, NFRC, BMTRADA, GAS SAFE, FENSA and LABC.

4 PRIMARY OBJECTIVES OF THREE SIXTY (SHG) LTD'S QUALITY POLICY

- 4.1 Three Sixty will ensure provision of effective and competent resources, arrangements, and management controls to deliver the policy requirements and ensure they are appropriately established and implemented.
- 4.2 To achieve this, the aims and objectives of the policy are:

- To provide a high-quality maintenance, compliance, construction and

refurbishment service for all its customers with high levels of customer satisfaction.

- To continually improve our service by engaging with our customers to gain feedback either in person or by utilising technology where applicable.
- Identifying and maintaining all necessary certifications and accreditations for the sectors in which we operate.
- To involve customers in setting repairs standards and other key decisions.
- To ensure staff and approved contractors working for Three Sixty adhere to the relevant Codes of Conduct, Health & Safety requirements and other applicable policies and procedures.
- To ensure value for money is achieved in the delivery of the service for both internal and external customers.
- To regularly review the performance and service delivered by contractors and suppliers and report issues in a timely manner.
- To ensure value for money is achieved by using “fit for purpose” materials and components sourced through approved and effective supply chains.
- To ensure equality and diversity issues are integrated into the service for all customers.
- Committing to comply with all Group, legal and other applicable requirements

5 EQUALITY IMPACT ASSESSMENT

- 5.1 An Equality Impact Assessment Screening form has been completed which has determined that a full Equality Impact Assessment is not required for the Quality Policy.

6 OWNERSHIP, MONITORING AND REVIEW

- 6.1 The policy is owned by the Three Sixty team within the Operations directorate. This policy will be reviewed every three years unless legislative changes dictate otherwise.