

QUALITY POLICY STATEMENT

March 2024

Ambrose Hire Ltd was first established as a business in 1979 to hire out non-operated plant to the local housing market based around Preston in Lancashire. Since then it has successfully expanded its product offering to a diverse customer base to include the operated plant market from its base in Bamber Bridge.

Ambrose Hire has a vision to be synonymous with professionalism and a capability to deliver outstanding customer service. Quality is the responsibility of all employees, suppliers and collaborative partners and is integral to all our working practices in order to meet the requirements of all interested parties.

The key principles of Ambrose Hire are:

- **Customer Focus**-Our aim, as a minimum standard, is always to meet and wherever possible exceed our customers' expectations. Top management will commit all resources at their disposal to achieve their targets.
- **Leadership**-Top management are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. The establishment, communication and measurement of strategy objectives ensure the engagement and direction of all our employees.
- **Engagement of people**-We aim to recruit and retain the highest calibre of individuals and support them in achieving their full potential.
- **Process approach**-We understand and manage interrelated processes combined with risk based thinking to ensure the effectiveness and efficiency of the system which uses the 'Plan, Do, Check, Act' process. Processes are supported by the creation and control of traceable documented information.
- **Improvement**-We are committed to the continuous improvement of the products and services that we provide and also to the effectiveness of our QMS.
- **Performance evaluation**-we will collect and analyse data to make informed and effective decisions which lead to the implementation of planning and actions to address risk and opportunities.
- **Relationship management**-we seek to develop mutually beneficial relationships with suppliers and interested parties to improve quality and safety, increase efficiency and reduce waste, resulting in long term sustainability and profitability within the organisation.

Our QMS is externally audited by Bureau Veritas UK Ltd. This policy is available and communicated to relevant interested parties who are expected to co-operate and assist in its implementation.

Signed: -



Micaela Smithson
Financial Controller
March 2024

Next Review date **March 2025**

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