

Quality Policy

- We aim for 100% CUSTOMER SATISFACTION by providing products and services of the highest quality, delivered on time and at a competitive market price.
- The Quality Policy is appropriate for the purposes and context of the business and supports our strategic direction.
- We will maintain a quality management system, continually improve its effectiveness and ensure it meets the ISO 9001:2015 standard and any other applicable requirements.
- Senior Management will review the Quality Policy for continuing suitability at the annual Management Review.
- The Quality Policy and Quality Objectives are communicated, understood and applied through:
 - conducting specific quality training sessions
 - departmental briefings, weekly Plan deployment meetings, 1-2-1 sessions
 - internal auditing to assess understanding and application
 - sharing with relevant interested parties on the CHH web site



Cory McFarlane
Chief Operating Officer

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