


Unicorn fire & safety solutions Ltd			
Quality Management Policy Statement			
Date of Statement	15/12/18	Date of Review	27/12/2018



Unicorn fire & safety solutions is entrusted by its clients to provide the highest possible standard of service delivery. To that end we believe we have a responsibility to have quality management systems in place to ensure we continually achieve this expectation.

To maintain those systems senior management will formally review our systems of work and the service we provide on a regular basis with a company culture that encourages all personnel to informally review and evolve the way they work and the service they provide by contributing and participating openly to the formal reviews.

We will consult with our customers and positively promote feedback from them to ensure that their expectations are continually met or exceeded. Where any reports suggest that those expectations have not been met, they will be investigated and the client advised of the outcome and proposed resolution.

As Unicorn fire & safety solutions evolves into a market leader for fire safety services we will continually seek to empower our personnel and satisfy the requirements and expectations of our clients.

## **Best Value and Value Engineering Policy Statement**

To provide our customers with a high quality of service, systems and products that meet their needs through commitment to innovation, service, best value and value engineering in a mutually beneficial relationship.

The development of our staff will be critical to our success. Every opportunity will be taken to improve the skills and knowledge of our staff through continuous professional development and the recruitment of staff based solely on their ability

## **Improvement Reviews – Unicorn fire & safety solutions**

Each year Unicorn fire & safety solutions will carry out a number of reviews to look at how we can further improve our fire consultancy services to all our business partners by:

- Challenging how we currently do things
- Comparing ourselves with our best competitors
- Consulting with both service users and non users
- Being competitive by changing the way we provide our services, systems and products without compromising on safety or quality.

To this end we recognize that we must achieve the following:

- **Consistent Goals** that all our team members understand and feel strongly about
- An **Action Orientated Organization** that is motivated and not afraid of seizing the opportunity to succeed.
- A set of **Shared Values** that guides all our decisions and actions. TFS Ltd was formed with the intention of providing a service for life and the values we are committed to are as follows:
  - **Integrity** - We will do what we say.
  - **Teamwork** - We will work together to produce exceptional results.
  - **Excellence** - We continually challenge each other to improve our products, our processes and ourselves.
  - **Accountability** - We will honour the commitments we make, and take personal responsibility for all actions and results.
  - **Honesty** - We will speak openly and directly, with understanding, respect and compassion and take responsibility for resolving issues.
  - **Empowerment** - We will seize the opportunity to exceed our customer's expectations.
  - **Diversity** - We will create an environment that values and promotes the difference of race, nationality, gender, age, background, experience and style of our employees, consumers, dealers, and business partners