



QUALITY POLICY

Yardley Hospitality is a well established and proven supplier of electrical equipment and specialist hospitality items for hotels, motels, apartments and caravan parks.

Yardley Hospitality is committed to meeting customer satisfaction and recognises the requirement to understand the needs of, both, our customers and our suppliers.

Management is dedicated to the continual improvement of our operations. To support this philosophy and maintain our high reputation, we have developed and implemented a Business Management System which complies with the requirements of AS/NZS ISO 9001:2015 and is third party certified by TQCS International Pty Ltd.

Business objectives are identified and implemented through our Business Improvement Plan, which is regularly reviewed through formal management review meetings to ensure our performance criteria is being met.

Yardley Hospitality ensures all staff are efficient in their individual fields of expertise and are corporately dedicated to providing the most professional service. Best practice philosophies assist in the achievement of these ideals.

Management ensure, through ongoing training, that all staff remain aware of the relevance and importance of their activities, have adequate resources to conduct business effectively, fully understand the requirements of the Business Management System and comply with documented procedures in their work.

Management fully endorses this Quality Policy and the Business Management System that has been implemented.

Paul Yardley
Managing Director

Inger Yardley
Financial Controller

30 June, 2017