

Tayside Contracts Quality Policy

Tayside Contracts vision is to be the preferred business model, delivering an increasingly diverse range of high quality, cost efficient frontline services.

The organisation aims to continue developing and adapting to customer, organisational and economic challenges, while maintaining quality and driving out waste, through effective activity planning, applying best practice procurement processes to minimise expenditure, and to reduce waste of labour, plant and material resources in all operations for the services we offer to our customers.

Tayside Contracts principles and strategies are at the very core of our organisation to ensure that we deliver on our aspirations and the requirements of our customers.

To ensure the continued success of service delivery and financial return Tayside Contracts focuses on the values that lie at the heart of our business.

- People
- Performance
- Partnerships
- Perception

The 2017 – 2020 Business Plan “The Road to 2020” outlines the key strategic goals, themes and targets that will measure our performance in order to succeed in attaining our vision.

Tayside Contracts believes that Quality, is having the ability to provide a degree of excellence in the operations we carry out. By recognising this, our strategic goals are to have:

- Excellence in service delivery
- Excellence in change management
- Excellence in commercialisation

Our Values;

People: Tayside Contracts regularly reviews the competence and development of employees providing the necessary training where required to improve on the delivery of current activities and processes.

Performance: Continual review, updating and employing quality management principles ensures compliance to the requirements of BS EN ISO 9001 and where appropriate adopt other national quality assurance schemes to monitor and measure our performance.

Partnerships: Tayside Contracts continues to develop collaborative relationships, creating opportunities based on trust, equality and mutual understanding of our shared objectives and goals.

Perception: We will be regarded as an organisation that is trusted transparent and accountable, treating everyone with respect. Communication of the organisation’s risks, opportunities, aims, objectives, targets to all appropriate stakeholders shall be carried out through the use of differing media, including the business plan, service plans and team briefings, face to face and the local intranet.

Should you have any queries or require further clarification regarding any aspects of this policy please contact Ian Gardiner, Business Improvement Manager, on 01382 834150.