

Quality Policy

Crowberry Consulting and Crowberry Energy provides environmental and low carbon solutions to its customers, in the form of consultancy, training and auditing. We support the development of a low carbon economy via implementing and auditing standards and providing technologies. This includes Ethical Auditing.

We aim to provide our customers with an excellent service every day, whilst meeting all legal and regulatory requirements in respect of quality, cost performance, safety and reliability. This extends not only to our company but also to all of our supply chain.

We have been successful in being certified to ISO 9001:2015. We aim for continuous improvement of our services.

We will ensure that all our workers, customers and clients are aware of the Quality Policy and that they understand that they are responsible for observing it.

We will monitor the policy and our processes, plans and procedures and review the progress we have made each year in line with ISO 9001 requirements, to make sure the policy is achieving its aims.

The Company is committed to quality excellence, as well as providing unrivalled customer service to enhance customer satisfaction and we achieve this by:

- Services that meet all standard requirements;
- Involvement of people – our staff, supply chain and customers
- System approach to management
- Continual review and improvement.
- Complying with all legislation relating to quality, cost, performance, safety & reliability.
- Provide training for employees to achieve improvements

Our approach is to work with integrity, inspiration and provide intelligent solutions to clients, and gain feedback from them via client satisfaction questionnaires.

A Director has been assigned to monitor quality targets and ensures full compliance of our quality processes and control. There are regular external audits of our processes.

Overall responsibility for Quality in Crowberry Consulting Ltd and Crowberry Energy rests with Becky Toal, MD.

Signed: *R.Toal*

Position: Managing Director

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