

ENVIRONMENTAL HEALTH FOOD SAFETY TEAM	Section A1
	Item 1
	Issue 4
QUALITY POLICY MANUAL	
QUALITY POLICY STATEMENT	

The Food Safety Team promotes and enforces food safety and hygiene in Royal Leamington Spa, Kenilworth, Warwick and surrounding parishes. The work of the Team contributes towards achieving the Council's vision for the District to be 'Safe, healthy, fair and prosperous, now and in the future.'

The Team -

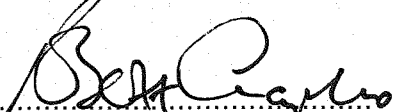
- has customers who include local and national consumers and businesses, visitors, tourists, the Council, other Council colleagues and Business Units, other local and national authorities and Government Departments, professional bodies such as the Chartered Institute of Environmental Health (CIEH) and the Local Authorities Coordinators of Regulatory Standards (LACORS).
- adopts EN ISO 9001: 2000 as its basis for Quality Assurance.
- acknowledges that continual improvement of its performance in meeting its customers requirements is a key objective and adopts the process-based model shown in figure 1 of Paragraph 0.2 'Process Approach' of the EN ISO 9001:2000 - Quality Management Systems.

In providing the service the Team -

- strives to
 - ensure performance to the highest standard, commensurate with the resources allocated to it.
 - meet customer needs with reference to the Council's Corporate Strategies and the Food Safety Enforcement Service Plan which embodies the service specifications. All service level targets are measurable and performance against targets is monitored by the Quality System.
 - conduct its business in a consistent, fair, and transparent manner.
 - target the service in terms of risk to health and even-handedness, so providing a 'level playing field' for local businesses.
 - satisfy consumer expectations of good standards of food safety and hygiene.
- intends to maintain and promote its strong, mutually beneficial relationships with suppliers of goods and services in order to enhance the ability of both to provide best value.

'Customer care', staff motivation, and continuing professional development are recognised to be of paramount importance. Accordingly the Team maintains quality awareness in its staff and high standards of training in the appropriate skills and knowledge.

Decisions relating to the maintenance and development of the quality management system will be based on the results of the customer feedback and trend analysis of the achievement of its objectives. Additionally, the Quality Management System will be subject to planned fundamental review to ensure its continued suitability, adequacy and effectiveness.

Signed 
 Management Representative

Signed 
 Environmental Health Portfolio Holder
 Warwick District Councillor

Mr M.J. KINSON OBE