



QUALITY ASSURANCE POLICY

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Approved by: James Moseley

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1. Purpose

The purpose of this policy is to define Viking Security NW Limited's commitment to delivering high-quality security services that meet or exceed client expectations and comply with all relevant legal and regulatory requirements.

2. Scope

This policy applies to all employees, contractors, and operational processes within Viking Security NW Limited. It covers all aspects of service delivery, from initial client engagement to ongoing service monitoring and improvement.

3. Policy Statement

Viking Security NW Limited is dedicated to achieving the highest standards of quality in all services provided. We will continually improve our processes, staff training, and customer service to maintain our reputation for excellence.

4. Quality Objectives

Our quality objectives include:

- Delivering services that meet agreed contractual and regulatory requirements.
- Ensuring all staff are trained and competent in their roles.
- Regularly reviewing and improving operational processes.
- Responding promptly and effectively to client feedback and concerns.
- Maintaining clear communication with clients and stakeholders.

5. Responsibilities

- Management is responsible for implementing and maintaining the quality assurance system.
- Supervisors will monitor service delivery to ensure compliance with quality standards.
- All employees are responsible for adhering to quality procedures and reporting any issues or areas for improvement.

6. Quality Assurance Procedures

- Regular internal audits of operational processes.
- Client satisfaction surveys and feedback reviews.
- Performance monitoring through key performance indicators (KPIs).
- Regular training and refresher courses for staff.

- Documenting and implementing corrective actions where service issues are identified.

7. Continuous Improvement

Viking Security NW Limited is committed to continuous improvement. We will use audit results, performance data, and client feedback to enhance our services and operations.

8. Review

This policy will be reviewed annually to ensure it remains effective and relevant to the needs of the company and its clients.