

Quality Policy



Stoneleigh Park offers business environments for science and technology and aims to foster excellence in science and agricultural related sectors, whilst offering exceptional service and best value. We are committed to leading best practice and innovation within our sector and ensuring that we meet all statutory and regulatory requirements by which we are bound. We fulfil our commitments by focusing on 4 key principles:



Business Excellence

We are committed to delivering excellence and leading innovation in facilities, property and project management. Conformance with ISO 9001:2015 is key to delivering an exceptional service to our customers. We have developed management strategies and apply tools and techniques that allow us to continually monitor, measure and improve our business performance.

Customer Focus

Our customers are our primary focus - we pride ourselves in forging strong relationships with them, allowing us to understand their requirements. We implement robust business processes and work proactively to exceed those requirements. We encourage customer feedback in order to improve our environment and services and promote a positive, customer-focused culture by involving colleagues with improvement activities.

Involvement of People

We have created a culture where our employees and key contractors understand the importance of their contribution to the achievement of our top level business goals. Our Quality Objectives uphold and reinforce these goals. We emphasise the importance of their contribution to our overall continual improvement. All individuals working for JLL at Stoneleigh Park take pride in what they deliver to customers.



Process Management

We strive to operate a process-led culture that delivers customer requirements via a robust set of integrated business processes and management systems, where continual improvement becomes second nature. We use tools such as customer surveys and internal audits to assist us in evaluating and improving our business processes.

Signed

Colin Hooper

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Estates Director, Stoneleigh Park

Date

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