

The UK Asbestos Training Association (UKATA) is a not for profit organisation with the goal and determination to be the leading training association, setting and maintaining the highest standards of asbestos training throughout industry.

To achieve this goal, UKATA has developed and implemented a quality management system that meets the requirements of BS EN ISO 9001:2015 and is committed to its continual improvement.

The management and all who work at UKATA are committed to providing the highest possible level of service in satisfying the requirements of their customers and suppliers.

UKATA firmly believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

Our quality management system is based on the following principles:

- Working in partnership with customers, suppliers and sub-contractors to ensure that their needs are fully understood so that the right quality service is provided;
- To strive to achieve the principle of 'getting it right first time, every time';
- Providing a first-rate service which offers customers advice and support when required;
- Actively seeking customer feedback to use as a format for continuous assessment and improvement;
- The training and development of employees to ensure that they are capable of understanding the work required to achieve the highest levels of customer satisfaction, in accordance with the Association's Quality Management System.

Signed:



Name:

Craig Evans

Position:

Chief Operating Officer

Date:

16/5/19