



## QUALITY POLICY & OBJECTIVES

Our Quality Policy is written and adopted in the spirit of the following Values, objectives, behaviours, and principles

These are our values:



The Essex County Fire & Rescue Service Fleet Workshops provides quality Fleet Management, provision of vehicles and equipment including maintenance, repair and support; this is provided 365 days a year 7 days a week and 24 hours a day. Our team has developed its expertise with over 750 years' collective experience in our field and our aim is to achieve high standards of service to our customers. This is in line with the following department objectives:-

1. To maintain cost-effective and timely processes for the repair, maintenance, commissioning, decommissioning and disposal of fleet assets.
2. To maintain efficient and effective fleet assets, ensuring vehicles and equipment are replaced by following optimum replacement cycles, in line with the Vehicle and Equipment Asset Management Strategy.
3. To continue to develop and communicate Service Level Agreements in association with the Operations department and Fleet assets user groups
4. To extend opportunities for collaboration between Fire Services and other agencies in the region and nationally
5. To maximise output from the resources available in the most cost effective and appropriate way
6. To review developments and opportunities in new technologies and if beneficial to the Service's undertaking, carry them through to the fleet and equipment asset replacement policy and procurement strategy in conjunction with the asset users and the Procurement team.
7. To review work already undertaken and continue to develop a centre of technical excellence for the Service based on a single site.

Our Quality Policy is defined and strongly driven by the following leadership principles and behaviours

- We build a relationship with our customers & Colleagues, ensuring their long-term success, through the understanding of their needs we aim to exceed their expectations.
- We achieve our commitments for quality, cost, and schedule, creating sustainable success.
- We enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- We drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys.
- We develop staff competencies, creativity, empowerment and accountability through appropriate development programs, reward & recognise success by strong leadership and commitment at all levels.

It is our purpose in Fleet Services to provide vehicles and equipment for operational use, and to ensure operational staff have the tools to carry out their duties. As Managers, Supervisors and Staff we are responsible for Quality Control and adoption of this policy, we are all committed to achieving customer and colleague satisfaction by the use of quality procedures, which will be operated to meet or exceed the requirements of ISO 9001:2015 & Investors in People. The outcomes of our actions will be measured and monitored in our Key Performance indicators.



Excellent today - Better tomorrow!

