



Quality Management Policy

QMS

Document ID	QMS
Revision Number	01
Date	04/09/2025
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Release History

Revision	Author	Date	Details
[Status]	Zoe Young	13/10/2025	Initial Release

Abbreviations

Abbreviation	Description
QMS	Quality Management System
F4E	Fast4Events LTD

References

Ref No	Reference	Issue/ Rev.	Title
[1]		01	

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2 Purpose & Scope

Fast4Events Ltd is committed to delivering high quality, responsive event services, initially specialising in event cleaning, waste infrastructure, toilets, and shower maintenance, with plans to expand into security, stewards, and traffic control. Our goal is to become a seamless "one stop shop" for event and festival service provisioning, easing workloads for production managers while maintaining excellence in service delivery.

3 Quality Policy Statement

At Fast4Events Ltd, we are dedicated to:

- Meeting or exceeding legal, regulatory, and customer requirements.
- Delivering fast yet high-quality, reliable event service solutions.
- Fostering continual improvement in our services and QMS.
- Equipping our team with the training, tools, and clarity necessary to excel.
- Ensuring effective communication of our quality commitments internally and externally.

4 Commitments Required by ISO 9001:2015 (Clause 5.2)

As mandated by ISO 9001:2015, our quality policy incorporates:

- Commitment to satisfying applicable requirements, both legal and client-based.
- Commitment to continuous improvement of our Quality Management System.

5 Alignment with ISO 9001 Quality Management Principles

Our policy upholds the seven ISO 9001 quality management principles:

1. Customer Focus: Our services are designed around client needs quick response, clean environments, and support during event setup and cleanup.
2. Leadership: Our leadership defines quality goals, empowers teams, and fosters a culture of exceptional service.
3. Engagement of People: Every employee is vital. We invest in training, awareness, and empowering staff to deliver quality consistently.
4. Process Approach: We define our services (e.g., cleaning, waste collection, new offerings) as controlled, integrated processes.

5. Improvement: Continuous evaluation and enhancement of processes are standard across the organisation.
6. Evidence-Based Decision Making: Decisions are data driven tracking response times, satisfaction levels, incident reports, performance metrics.
7. Relationship Management: We maintain robust partnerships with suppliers, staffing agencies, and clients to deliver cohesive event services.

6 Implementation & Communication

- The QMS policy is documented, controlled, and maintained as formal company documentation.
- It will be effectively communicated and understood by all employees through inductions, training sessions, and internal channels.
- The policy will be accessible to relevant stakeholders displayed on our website, included in proposals, and available on request.

7 Supporting Quality Objectives

To make this policy actionable, we will establish SMART (Specific, Measurable, Achievable, Relevant, Time-bound) objectives such as:

- 80% of client requests responded to within 2 hours during F4E's normal working hours.
- Send every client our feedback form at the end of contract.
- Zero reportable incidents in toilet/shower hygiene per event.
- 100% staff training on critical processes.
- Where subcontractors are used, we commit to selecting those who actively prioritise environmental responsibility, including effective recycling and sustainable practice.

8 QMS Structure & Supporting Documentation

We'll maintain supporting documentation appropriate for event services, including but not limited to:

- Standard Operating Procedures for cleaning, waste handling, and hygiene services.
- SOPs for new services like security, stewarding, and traffic control.
- Risk assessments tailored to each service and event context.
- Records of training, customer feedback, corrective actions, audits, and performance metrics.

Documentation will be version controlled, with clarity on responsibilities and access rights.

9 Internal Audits & Reviews

- Conduct periodic internal audits to verify compliance and identify improvement opportunities.
- Senior leadership will carry out reviews of QMS effectiveness, alignment with company strategy, and set revised objectives as needed.
- Corrective and preventive actions will be systematically managed when issues are identified through audits or performance monitoring.

10 Continuous Improvement Mindset

Inspired by ISO's emphasis on continuous development and risk-based thinking, we commit to:

- Regular analysis of data (e.g., response times, feedback, error rates).
- Applying corrective actions and preventive measures.
- Scaling services thoughtfully, always ensuring quality isn't compromised.

This policy not only aligns with ISO 9001:2015, but also reflects our mission to react quickly, deliver top-tier event services, and continuously evolve with scale.

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