



2025

Highland Tree Services Ltd

Quality & Service Assurance

Quality and service is monitored at all levels within the company. The following standard procedures are in place to ensure that work is carried out efficiently and to the required standards.

The customer's primary contact is responsible for ensuring that the company as a whole delivers the appropriate quality and service.

Every Client has a primary and a secondary contact, this must be clearly communicated to the client so that one individual (usually a Director and / or a Supervisor) follows through the whole service and quality package for the contract concerned.

➤ **Contracts**

Each contract has a customer specification check list drawn up (based upon clients own or our standard work schedule)

A work routine \ schedule will be listed and set up. A weekly check list may be required.

This is implemented by the supervisor with the foreman of the team primarily responsible for the contract.

Each visit a work sheet is completed listing tasks completed and any customer requests. This is checked each week by the Supervisor and Director periodically.

Each piece of work starts as a triplicate job sheet by the Supervisor instigating the work to be carried out.

1. Work teams copy
2. Supervisors copy
3. Office copy, used for ordering plants and materials

The job sheet describes the work to be carried out and the standards and quality required. It also sets out the tools and materials required and appropriate methods of working. It will also state any unusual items that the work teams must know about in order to complete their work to the required standard and quality.

➤ **Customer Enquiries and Requests**

When made to the office or a Supervisor result will in:



1. Same day reply from a relevant person, Specific reply within 24 hours
2. Quotations within 48 hours or in advance of deadline
3. Follow up call within three days
4. Materials sourced
5. Work scheduled & suitable team allocated, client notified
6. Equipment allocation
7. Work commences and completed
8. Work sheet completed and handed to office
9. Supervisor checks work and discusses with client
10. Invoice sent

➤ **Service & Supervision**

The Directors and Supervisors will attend site meetings and briefings as requested by the client and other contractors with whom we are involved.

All Directors, Supervisors and Foreman have mobile telephones. These numbers will be made available to the client and all other contractors with whom we come into contract.

A Directors will attend site as required, likely to be twice a month for a formal inspection with the Supervisor.

Site visits by Directors and Supervisors are both scheduled and random.

Our main office is permanently manned and many queries can be actioned by office staff, messages can also be left there for operational staff.

Each director has a mobile and an email facility at home and numbers are made available to clients.

Highland Tree Services will record responding communication in writing and mobile by return and post within 1 working day.

We are not currently accredited with EN ISI 9002 standards, However, we are currently working towards this end.

Work teams time is scheduled 14 days in advance and the customers is notified of work dates, times and type of operation.

Work teams are given 1 copy of the job sheet and briefed at a meeting about each job between 7.00 & 7.30am by the appropriate Supervisor or Director.



The Supervisor will attend site either with the work team on the first visit and at a point during the day on subsequent days to check on the work being carried out, they will inspect standards and ensure appropriate quality. Their visit will be written up and notes made on any items that require attention.

Work teams, Supervisors & Directors all have mobile phones to enable quick communication in the event of any queries once on site.

Directors spot check Supervisors work and inspect completed work with a copy of the completed job sheet

The client is contacted after completion of the work and an inspection of the completed work may be carried out with the client.

All three completed copies of the job sheet are compiled and an invoice for the works is raised.

Quality of work and Arboricultural expertise is emphasised to all staff at all levels, it is discussed during induction of new staff, in house training concentrates on it a great deal and many staff attend part time college courses to obtain a better understanding about horticultural principals. All staff have annual assessments and their ability to deliver a quality product and service is strongly emphasised during this assessment.