



Quality

Commitment

- WNY is committed to the management of the quality of services provided to clients and to implement a process of continual improvement to benefit the company and our clients. By conforming to the specific requirements stipulated in the agreements made with each client, we provide services of quality based on skill, care and diligence.

Responsibility

- A WNY Board Director is responsible for WNY's Quality Policy and for the effective implementation, maintenance and review of quality management.
- Monitoring and review of the quality management system is the responsibility of the Director, Operations.
- Application of the quality system on specific projects is the responsibility of the Project Director.

Approach

- It is the policy of the WNY Board to operate an Integrated Management System (IMS). The requirements of the system that address quality are based on, and conform to, the International Standard ISO 9001:2008; and are applicable all project work undertaken by WNY.