

Doing it the right way.



# Quality Management Policy Statement


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Life Property Management meets the standards of practice detailed in the Property Factor (Scotland) Act 2011 and as a Member of the Property Managers Association Scotland Limited complies fully with the requirements of the Association's Code of Practice. In addition, the internal controls and methods of working established by **lpm** conform to the requirements of the customer contract.

The Quality Policy is implemented through a series of Quality Management Procedures and Work Instructions supported by training and development programmes to ensure all personnel understand the Quality Policy requirements and are capable of implementing their duties and responsibilities effectively to meet those requirements.

**lpm** Doing it the right way



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