

Quality Policy

The Company is committed to delivering consistent products, processes and services which ensure the satisfaction of our customers, are compliant with relevant regulatory and statutory requirements and client defined standards. We are committed to implementing and maintaining an ISO 9001 compliant Quality Management System and ensuring that it delivers continual improvement. We aim to achieve these objectives by the application of the following key principles: -

- The customer is at the centre of our actions
- The provision of quality products, processes and services
- Building a culture within the company that is based on continual improvement
- Further developing the knowledge and skills of our employees to ensure that they are able to deliver the evolving needs of the business and our clients

In support of this policy the directors are committed to delivering quality leadership and ensuring that: -

- All employees are aware of their personal responsibility to provide quality, fit for purpose services and products for both internal and external customers
- We adopt a partnership working approach with employees, contractors, customers, suppliers and agencies in order to strive for excellent operational performance in an increasingly competitive market place
- Progressive improvements in our quality performance are achieved by the systematic review of our arrangements against defined objective and targets
- All employees are provided with training to enable them to effectively implement and maintain the quality management system and to assist them to maintain their core skills, knowledge and understanding of the products or services that they deliver
- The quality policy is brought to the attention of all people under our control and to ensure that it is available to all interested parties via the Company website

Name: **Nick Smith**

Signature:



Designation: **Managing Director**

Date: **December 2015**