

QUALITY POLICY

“We will achieve customer satisfaction by continually improving processes, products and services to ensure they consistently meet or exceed customer requirements”

Therefore we will:

- a) Promote good quality control methods as part of good business practice, both internally and externally.
- b) Comply with all relevant statutory, regulatory requirements and any other explicit requirements from our clients.
- c) Operate our business to ensure that at all times we achieve total customer satisfaction.
- d) Continually improve the quality of our performance, processes and services.
- e) Set measurable targets to achieve our quality objectives, which will be monitored and reviewed as necessary.
- f) Establish, implement and maintain a Quality Management System (QMS) which, as a minimum, meets the requirements of BS EN ISO 9001:2015.
- g) Display and communicate this policy.
- h) Provide training for all parties within the organisation to ensure that this policy is understood by all employees and that they understand their individual effect on the company's overall quality and performance.
- i) Carry out regular reviews to ensure that the system stays relevant, up to date and that any identified improvements are implemented effectively.

Signed:



Name: Michael Davies

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