



## Quality Policy Statement

The Company is dedicated to the Quality Policy which ensures that its products and services meet the requirements of its customers at all times. Our goal is to achieve a high level of customer satisfaction with the commitment of supporting managerial and operational systems which are essential in realising our goal.

The Company will continually strive for improvement in line with the principles of this policy and the objectives set against those principles.

*The quality Policy is based on 3 fundamental principles:*

1. The definition of quality, as conforming to the requirements, having identified the needs of our customers.
2. The quality management system concentrates on prevention. It looks at the provision of our processes for both product and service. It identifies the potential for errors and takes the necessary action to eliminate them.
3. The quality of both the product and the service provided are based on the principle that everybody understands how to correctly carry out their job to the required standard. To ensure that it is completed right first time.

In order to ensure that the policy is successfully implemented all staff are responsible for identifying the customer's requirements and that the correct processes and procedures are adhered to in meeting those requirements.

The Management Review will determine the objectives of the policy and monitor their implementation. It will ensure that the objective of continual improvement is maintained in line with the spirit of the policy.

The principles and related objectives will be communicated and made available to all staff at all times and training will be an integral part of the strategy in achieving these objectives.

(Managing Director)