

QUALITY ASSURANCE POLICY

We are committed to providing the highest possible level of quality to our customers. By continually monitoring and improving our processes, products and services we aim to meet and improve our customer satisfaction at all times.

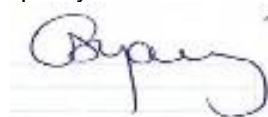
All employees are responsible for quality and the implementation of the Quality Policy and to ensure that the appropriate quality level is achieved within their own areas of responsibility with overall responsibility residing with the Managing Director.

Our Quality Policy is based on the principles of BS ISO 9001:2008. These principles form the basis of our business procedures, processes and policies. Our Quality System enables us to monitor and review projects, organisational performance and client satisfaction thus allowing us to improve customer satisfaction and quality.

Commitment

To ensure we maintain our commitment to high levels of quality, the following processes are in place.

- To continually monitor and review our Quality Policy to ensure it remains effective and relative to our customers' needs.
- Identify and conform to the needs of our customers and improve customer satisfaction.
- Ensuring the Quality Management System provides a framework for establishing and reviewing our quality objectives.
- Monitor and review our provisions and processes, identifying potential errors and putting processes in place to eliminate them.
- Providing the necessary resources and equipment to implement and improve the Quality Management System.
- Training and development for all staff ensuring that they are competent for the task for which they are employed.
- Company Policies and Procedures are fully supported by Senior Management.
- Monitoring the effectiveness of our Quality System by means of customer satisfaction surveys, planned audits and management reviews to enable best possible quality and service.



Approved by:

CD Young – Managing Director

Revised November 2015

