



Quality Policy

This Quality Policy Statement defines the quality policy to which we are committed in all our business activities. By carrying out our activities in accordance with this policy we will continually improve customer service, minimise costs, and maximise our revenue and profitability:

- We will be customer-driven. We contract to ensure that the systems and services we provide are consistent and fully meet our customer's needs and expectations.
- We are committed to achieving and maintaining ISO 9001 certification for all aspects of our business.
- We will continue to improve our quality systems, using statistics to assess our performance and to demonstrate the evidence of the quality of our customer service.
- We will establish quality objectives aligned to customer expectations and review these annually against measured performance.
- We will communicate regularly with our customers, suppliers, and within our company to ensure that quality standards are being achieved, that opportunities for improved service are seized, and that potential problems are pre-empted.
- We will always conduct our business in a legal and ethical manner.
- We will ensure that all personnel will be trained to a level that ensures we can always meet our customers' expectations.
- We will regularly review this policy with managers and staff.

Paul Myers
Managing Director