

## COMPANY QUALITY POLICY

The policy of the company is to produce a high level of workmanship and quality for all of our work whilst striving to attain our goal of total customer satisfaction. To this end we operate a system of continuous improvement enabling us to give a first class service, with first class quality at a competitive price.

The company shall continue with their development of people through training, the results of which shall be assessed and reviewed. Monitoring and review of the system through internal auditing and management review will be undertaken to ensure that customer expectations and needs are focused upon, and even exceeded, by eliminating non conformity at all stages of the process.

It is essential that every member of the company is aware of our commitment to quality assurance, for which the Quality Manual has been issued, along with associated quality procedures to conform to National Standards including ISO9001:2015, ISO14001:2015, EN12899, EN40 and NHSS scheme 6.

This Quality Manual is available to persons involved in the management and inspection of quality on a day to day basis, and relevant sections of the Manual will be made available to individuals to enable them to operate effectively within the Quality Management System.

Any suggestions for improvements to the Quality System or the quality of our processes or product are welcomed, and should be forwarded directly to the Quality Manager.

The senior management shall determine targets and objectives for the strategic direction of the company, which will be assessed at management review meetings. The minutes of these meetings are available to all personnel and interested parties.

Signed  .....

Dated: .....30/09/2017.....

Managing Director

This policy is documented in the Quality Manual and steps have been taken to ensure that it is understood, implemented and maintained at all levels within the company.