



# Quality Policy Statement

## **We take pride in our policy to:**

- Provide services to our own high standard and value
- Satisfy our customer's needs and expectations
- Conform to contractual and regulatory requirements

## **At the same time to: Effectively manage the business and remain efficient, profitable and competitive.**

This is achieved by:

- The systematic control of our processes and activities
- The utilisation of well-managed resources
- The aspiration to achieve high levels of quality in all communication
- Working to formalised procedures which are designed to eliminate deficiencies
- Promoting continual improvement of our processes

We undertake to ensure that quality is everyone's aim throughout the organisation and that each employee has a sound understanding of the importance of the management systems and their direct effect on our continuing success.

To achieve the objectives set out above the management have committed the company to maintain a management system which will satisfy the requirements of BS EN ISO 9001: 2000 and our own codes and standards of work. This manual describes how our management system ensures that this is achieved.

With the full support of the Company's Directors our Quality Management Representative is responsible for the day-to-day management of our Management System and has the authority for ensuring the requirements are implemented and maintained.

The company's quality system will be regularly reviewed by management to ensure that its continuing suitability and effectiveness is monitored.