



## Quality Policy Statement

Our key objective is to seek excellence in every aspect of our work and organisation. We aim to maintain honour and mutual respect with a professional approach in relations between customers, members of the company and suppliers. By so doing we seek to achieve a service appropriate to the needs of our customers and to society at large.

We will constantly aim to

- Identify objectives across the business, aimed at continuous improvement of the Management System and enhancing customer satisfaction
- Be open to new ideas and adaptive to change
- To be resourceful and innovative in meeting our customers needs and expectations
- Identify opportunities for preventive action, continuous improvement and to measure the effectiveness of the Quality Policy

Company objectives will be set annually and progress towards achievement monitored continuously as an integral part of the quality review process.

We seek to create conditions where people of high ability and high ideals, who share in our aims and objectives, are attracted to work for us. We encourage creativity, skill sharing and teamwork. We operate in an organisational structure that allows people freedom and flexibility to use their skills to the full.

We continually seek to improve our performance and thereby the service given to our customers. It is our policy to give clear instructions that are necessary to facilitate the planning and execution of projects to the required quality.

We will achieve high quality and consistency through a systematic and disciplined approach in accordance with the principles of Total Quality Management and in compliance with BS EN ISO 9001: 2000.

Above all, we will always remember that our customers are the very purpose of our business. This Statement represents our commitment to Quality.

The quality policy will be reviewed annually as part of the management review process, to ensure its continued relevance and adequacy.