

QUALITY MANAGEMENT POLICY STATEMENT

1 GENERAL POLICY

- 1.1 Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

2 IMPLEMENTATION

- 2.1 We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business: -

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Training and development for our employees
- Regular audit of our internal processes
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Signed: 

Name: Craig Degnan

Position: Director

Date: 01.11.19

Expiry: 01.11.20

Signed: 

Name: Graeme Clark

Position: Director

Date: 01.11.19

Expiry: 01.11.20