

## Quality Policy

It is the policy of the company to provide its customers with a service that fulfils their specified requirements.

The following principles are applied throughout the company:

- 1) Full commitment of all personnel to deliver a quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers.
- 2) Full commitment of all personnel to active involvement in making improvements.
- 3) Full commitment to using Environmentally Friendly products and promoting, wherever possible, the re-cycling of old materials.
- 4) Full Commitment to ongoing training and development of staff.
- 5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."

A company wide Quality System is in operation which is designed to comply with the requirements of ISO 9001 as well as to continually improve and review the effectiveness of these systems.

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality targets are set annually at management review meetings when this policy is also reviewed and approved.



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