



## QUALITY POLICY STATEMENT (2019)

This policy has been defined by the Managing Director who will ensure by annual reviews of the quality system that the requirements of the Policy and Company objectives are maintained.

The organisational goals of the Company are to supply goods and services which meet the needs and expectations of the customer, generating a level of profit which provides an adequate return on capital invested. To achieve this it is necessary, therefore, to maintain the desired quality of service or product to the customer and to avoid costs that do not contribute to such quality, by ensuring that all work is carried out right first time and that preventive action is determined rather than corrective action having to be carried out.

The Managing Director will ensure that there is commitment at all levels in the Company so that the Company meets all Customer, Statutory and Regulatory requirements and that there is continual improvement by setting targets and reviewing quality objectives and results at the time of the annual review of the quality systems.

The Company shall identify and monitor issues (both external and internal) which could impact adversely on our customers or our strategic direction.

We shall listen to the needs and expectations of our customer, whilst also identifying any risks and opportunities that may affect our ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements.

All employees are made aware of the requirements of the Quality Policy during initial induction training and of their responsibilities for operating within its guidelines.

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the Company's business.

Signed :-

Date :- 2<sup>nd</sup> September 2019

*MWFawcett*

Mike Fawcett  
Managing Director