

## THE COMPANYS QUALITY POLICY AND OBJECTIVES

The company is dedicated to a quality policy that will ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

The quality policy is based on 3 fundamental principles:

1. Ensuring we identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential errors and taking necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure the policy is successfully implemented management and staff will be responsible for:

1. Identifying customer's requirements.
2. Ensuring correct procedures are followed to meet those requirements.

Our company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers. We shall ensure that all personnel understand and fully implement our company policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

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