

QUALITY POLICY STATEMENT

Our commitment to quality is reflected through our focus on continual improvement and compliance with applicable legislation, contractual requirements, industry standards and best practices. Senior Management are committed to the promotion of quality principles and providing the necessary resources and training within a profitable business culture.

It is our policy to:

Engage and communicate with customers to ensure we meet or exceed their needs and expectations

Identify and address risks and opportunities that can affect the conformity of our products and services

Translate our plans into processes and instructions that guide our working practices

Communicate and highlight our objectives, plans and policies to our customers, stakeholders and employees

Carry out our activities in a cost effective, timely and customer focused manner

Continually develop a competent and engaged workforce

Maintain an effective and efficient Quality Management System which is reviewed on a continuous basis to improve as required our processes, guidance and the quality of our products and services.

Review and revise this statement as necessary at regular intervals not exceeding 12 months.

The Quality Management System and operating principles shall comply fully with the requirements of **BS EN ISO 9001:2015 Quality Management Systems**



J M Austin
Managing Director