



## QUALITY

Our aim is to provide total customer satisfaction. We will do this by ensuring that all of our internal arrangements are practices that are suitable for this purpose. In order to achieve this we are working towards adopting and operating a co-ordinated Quality System with a view to achieving and conforming to BS EN ISO 9001:2008.

This means;

We have the responsibility to ensure that all personnel engaged in tasks which can influence quality are aware of their obligations under the standard and are provided with adequate resources to meet them.

Maximum effort is directed toward providing a satisfactory product at the first attempt, whilst ensuring that problems which might arise are solved in a timely and professional manner. All employees will be encouraged to seek improvements to the Company Quality System, its products and services.

The achievement of this objective will be measured by examining customer complaints and non-conformances, controlling supplier performance, and by implementing corrective and preventive actions, and monitoring their effectiveness.

We will ensure that this policy is understood, implemented and maintained at all levels within the company and adherence to the Quality System and Procedures will become a condition of employment within our company.

## **What we plan to do to help save our planet.**