

POLICY 22: QUALITY STATEMENT

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance to the requirements of our Customers, our Company objectives, legal regulations and ISO9001:2008.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback;
2. a customer complaints procedure;
3. selection and performance monitoring of suppliers against set criteria;
4. training and development for our employees;
5. regular audit of our internal processes;
6. measurable quality objectives which reflect our business aims;
7. management reviews of audit results, customer feedback and complaints;

Our policies and procedures are reviewed regularly, on at least an annual basis and are held in a Quality Manual which is made available to all employees.

Though the Chief Executive Officer has ultimate responsibility for Quality all employees have a Responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Fiona Hudson-Kelly
Chief Executive Officer

Document History			
Issue Level	Page No(s)	Date	Brief details of amendments to policy
1	All	17/12/15	First issue of policy
2	All	31/03/16	Entire policy reviewed