

Quality Policy

..... **Specialists in business solutions**

It is policy of the company to provide, install and service the company products on time and in accordance with stated customer requirements and expectations including statutory and regulatory requirements.

The company is committed to continually improve the Quality system by the setting of measurable objectives. These are established and reviewed by senior management at regular intervals. The objectives are delegated to either individuals or teams and are designed to meet product and service improvement requirements with the view of enhancing customer satisfaction.

The achievement of high quality and consistency calls for a systematic and disciplined approach by all employees in all activities associated with the customer's order according to the principles of Quality Assurance.

The Quality manual defines the management organisation responsible for quality. The Director (chairman) has ultimate authority and responsibility for the effectiveness of the Quality system; the Quality systems defined in this manual and detailed in the Operating Procedures.

All operations shall be carried out as described in the manual and operating procedures.

This statement, which is regularly reviewed for suitability, represents my commitment, on behalf of the company, to the Quality policy.

We are conscious that the motivation of our employees is dependent on their training and understanding of the tasks they are expected to perform.

It is part of the company's programme that this policy is understood, implemented and maintained at all levels in the company.

We will work to continually improve the company performance and associated management system, to meet, satisfy and delight our customers. The systems defined have my active full support. They are under continual review and improvement, however once defined are mandatory for all personnel.

Phil Powell
Managing Director

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