

# Quality Statement

## 1. Company Statement

The Company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can justifiably be proud of.

The Company aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, learn from clients' feedback, as well as legal and regulatory requirements. Also, to continual development of the system and help to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we must recognise that we do not always achieve our own standards. When a client complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status, and effectiveness.



Rob Townsend  
Director