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Quality policy

It is the Policy and Objective of the company to: -

- Satisfy our customer's needs and expectations, taking into account legal and regulatory requirements, by delivering world-class service to an agreed specification, on time, every time.
- Operate, maintain and improve our documented Management System.
- Set and review our quality objectives to ensure continual improvement.
- Continuously review our operating practices with the aim of further improving our services to our customers.
- Achieving and sustaining these high standards requires a systematic and disciplined approach by all employees. The implementation of a documented Quality System that complies with BS EN ISO 9001:2008, provides a disciplined structure for the further development and improvement of company systems and services to meet our customers' future needs.
- Compliance with the Quality System is mandatory for all personnel. Its success will be achieved by the commitment, dedication and participation of everyone in the company. Each employee will therefore receive the fullest training and support to ensure that the Quality System is understood, implemented and maintained throughout the company.

Anna Bowes
Company Secretary

Date: 3rd December 2009