

# Quality Policy

Quality Policy of:



**19 Lonmay Place  
Panorama Business Village  
Queenslie, Glasgow  
G33 4ER**

## GENERAL STATEMENT OF POLICY

### **Objective**

*We will continually improve the quality of our products and services to our customers. To enable this commitment we have implemented, will maintain and continually improve our management system in accordance with the requirements of BS EN ISO 9001: 2008.*

*Our employees are made aware of the requirements of the Management System and their role within the company to maintain the best possible quality. Training, support and encouragement is given to all employees by management to improve the quality of services, processes and the system wherever possible.*

*The nature of our business makes it impossible for this Manual to be fully comprehensive, and we publish it in the knowledge that, in the long term, the quality of our products and services and our reputation depend on the every day actions of those we employ.*

### **Policy Implementation & Review**

*To ensure the policies, intentions and objectives relating to these policies are implemented at all levels within the company we will provide the necessary resources to support the achievement of our business objectives. To assist in this task, we have appointed:*

- *A Quality Management Representative who will ensure that we have an effective, recognised Total Quality Management System based on ISO9001: 2008.*

*We will keep all our policies under review and will implement changes where applicable. To ensure we continue to meet our obligation we have engaged external consultants who will advise us on Quality, Employment Law, Health, Safety and Welfare Law and best practices. To enable the practice of these commitments we will review the effectiveness and suitability of these policies and our practices at the Management Review.*

***This STATEMENT of COMPANY POLICY will be displayed prominently at all workplaces.***

***The organisation and arrangements for implementing the Policy will also be available at Head Office for reference by any employee as required.***

**SIGNED:** \_\_\_\_\_

**Managing Director**

**DATE:**

**17/03/09**