

BUSINESS QUALITY POLICY AND OBJECTIVES

The quality policy of the business is as follows: -

- To achieve sustained, profitable growth by providing high quality services and products which consistently satisfy the needs and expectations of our customers.
- To provide products and services that commensurate with business and client specified quality levels, delivered on time and at a cost with budgetary limitations.
- To develop and maintain close liaison with our clients and suppliers and subcontractors with a view to establishing good working relationships and take cognisance of customer assessments.


This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director or Quality Manager.

The objectives of the Quality Policy are as follows: -

- To achieve the objectives set out above by ensuring that the Quality System is operated effectively and economically.
- To review continuously the status and adequacy of the Quality System and implement corrective actions where necessary.
- To pursue a programme of defect prevention and instigate quality improvements as necessary.
- To ensure that quality activities are carried out in accordance with the established system procedures.
- To ensure that management and staff are clearly aware of their responsibilities within the system to promote the efficient execution of their work.
- To employ personnel with qualifications and experience commensurate with their responsibilities and where necessary provide additional training to meet Business and/or contractual requirements.
- To ensure that work carried out externally to the Business is performed by approved suppliers and subcontractors.
- Review and assess customer satisfaction and use this as part of the means for developing product / service improvement.

SIGNED: -



DATE: -

3/12/05

OPERATIONS DIRECTOR