

Quality Manual

2 Appendix 2 – Quality Policy

It is the policy of the organisation to provide a range of services which meet the requirements of its customers and that programmes are maintained on schedule at the agreed price. All work is carried out in a cost effective and timely manner, aiming for continual improvement and customer satisfaction through the involvement and participation of all interested parties.

The policy conforms to the requirements of the latest version of ISO 9001 to ensure that:

- The context of the organisation is identified and monitored
- The purpose of the organisation, the expected level of customer satisfaction and the needs of other interested parties are adequately addressed
- The organisation meets its commitments for continual improvement
- The organisation has the resources needed to fulfil its obligations
- The organisation's quality objectives are set and monitored
- Risks to the organisation and to its customers are identified and addressed
- The roles of all interested parties are understood
- The policy is regularly reviewed at Management Review Meetings for suitability and effectiveness in delivering continual improvement and customer satisfaction.

All sub-contracted personnel are mentored in the importance of this policy and their roles in achieving company objectives.

This policy is approved by the Managing Director.