

QUALITY POLICY

It is the policy of the Company to provide a high level of workmanship and quality for all our work, which will guarantee to our customers that the products and service they receive from us will be acceptable and meet their requirements and expectations.

This will be done by applying the quality assurance system to ensure that:-

1. Customers receive prompt and accurate installations
2. The Company endeavours to only install products of good quality and of a type which meets customers' needs
3. Staff have a good knowledge of, and are able to provide sound technical advice on, the products supplied for installation.
4. Where customer complaints arise they are dealt with in a polite and effective manner
5. All installations are conducted with speed and efficiency by trained persons

The quality policy and integrated management system will meet the requirements of ISO 9001 and the Company's own goals of providing:

6. A sound organisational base
7. Traceability of products
8. Accountability of actions
9. The means of maintaining a good service to its customers
10. To continually improve in all that we do

It is essential that every member of the Company is aware of our commitment to Quality Assurance, for which a Quality Manual has been prepared together with associated Quality Procedures.

The Quality Manual and Procedures will be made available to all persons within the organisation and must be adhered to at all times.

Any suggestions which may lead to an improvement in the quality of our service should be forwarded directly to the Managing Director.

Signed



L McKenzie
Managing Director
1st February 2012

Quality of workmanship is the responsibility of all employees of the company.