



Quality Policy Statement

We **have elected** to operate a formal Business Process (Quality Management) system for **ALL** activities undertaken, that complies with the (current versions and) requirements of:

ISO 9001, BS 7499, BS 7858 BS7960 BS7984 Part 1 BS8507

The **purpose of this** is to provide a framework that assists with both effective and efficient operational management, and to ensure that all related requirements (customer, regulatory or legal) are suitably addressed and monitored.

The **system applies** to all aspects of operation from initial contact with clients and continues right through to the successful provision of the 'involved' service.

Thereby addressing both **Client needs and expectations**

All staff, from top management down, need to be actively involved and **committed** to this at all times for this approach to benefit the business.


As a result, system compliance should be fundamental in all work undertaken and practised daily in all activities, wherever the 'work environment' may be.

Our 'mission statement' or quality policy for this being:

"To provide Clients with a reliable and professional service that gives total reassurance and confidence at all times, whilst targeting continual improvement"

Within this, we aim to provide best practice industry standards, resulting in a dedicated professional service to our Clients.

To assist in realising this policy in practice, supporting quality objectives have been determined, are monitored for achievement and consequently used to drive improvement initiatives relating to the effectiveness of the Quality Management Manual and the supporting Business Process system 'arrangements' where appropriate. Internal and external monitoring will support this.

Name	Paul Macarthur	Position	Managing Director
Signature		Date	1 st January 2021

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