

Quality Policy

To demonstrate to customers and staff the organisation's commitment to quality, the Directors have determined to implement, maintain and continually improve the Quality System, which conforms to the international Quality System ISO 9001:2000.

The overall objectives of the organisation are to achieve and maintain standards of excellence that ensure that customers are provided with products and service levels that, as a minimum, satisfy their requirements. To maintain these standards of excellence, quality objectives are established, down to functional process levels, against which performance will be regularly monitored.

Internal communications are considered to be essential to the effective operation of the organisation. Appropriate channels of communication will be established to ensure that all personnel are made aware of quality policy, objectives, and, the effectiveness of the Quality System. All personnel will be encouraged to actively participate to ensure that communication is a two-way process.

To maintain the high standards of excellence, all staff will be trained to perform their tasks to the best of their abilities whilst adhering to the specified procedures and instructions. Each member of staff is an integral part of the quality chain and is crucial in ensuring that we meet specified requirements.

As an element of the organisation's on-going development, our goal is to enhance our reputation, and, to forge long-term, mutually beneficial partnerships with both customers and suppliers.

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