

The primary objective will be achieved by understanding our customers' needs and expectations, by providing services that consistently meet those needs and expectations whilst complying with all statutory and regulatory requirements

Central to this objective is the recognition that our customers expect these services to be supplied to exceptional levels of quality, at a competitive price and within agreed time parameters

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement the company is committed to the development, implementation and maintenance of our Quality Management System (QMS). This system and all working practices are, and will be continually assessed to maintain the highest stands achievable.

Our effective management system will ensure we:

- Understand our clients' needs and requirements
- Consult and disseminate all relevant information to our clients at their request to ensure best customer relations and eradicate inefficiencies
- Maintain superior standards of service
- Train our staff to be effective in their process
- Establish and maintain a continual improvement environment
- Provide a framework for the regular review of objectives
- Will continually review our QMS to ensure suitability and effectiveness for each individual client ensuring efficiency and best value for all stakeholders
- Work closely with customers and suppliers in seeking to establish the highest quality standards
- Adopt a forward thinking view on future business decisions which may have an impact on quality

Constantly strive to meet and where possible exceed our customers' expectations



Graeme I Anderson