



2020 Quality Policy

Our vision is to deliver the highest quality and standards in all that we do, as an integral & essential part of everyday business activity.

We will:

- Continually improve Quality through the co-operation and involvement of our people across the business.
- Understand stakeholder requirements and deliver enhanced client value and satisfaction.
- Establish systems and processes to manage the interface with external and internal stakeholders.
- Ensure that all of our activities, including those performed by external parties, are undertaken in a way that exceeds client expectations.
- Implement processes for the management of risk and the identification of opportunities.
- Work in partnership with our suppliers to develop a shared culture of business excellence.
- Develop business planning and performance monitoring systems which provide for objectives and targets to be regularly set and reviewed.
- Cascade this Policy to all employees and ensure that they can contribute to its delivery and comply with all required legislation, relevant standards and statutes.

‘Quality is never an accident; it is achieved through high intention, effort, direction & execution’

Tracey Vasko – Director