



QUALITY POLICY STATEMENT

R Durtnell & Sons Ltd is accredited to ISO 9001.

To assist with Quality Control, it is the policy of R Durtnell & Sons Ltd that all of its activities are carried out in accordance with their Quality Management System that incorporates the requirements of ISO 9001.

The Quality Management System contains all the procedures and associated documentation to manage and control the business and is available to all staff.

R Durtnell & Sons Ltd recognise the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

This quality policy statement has been implemented into the Quality Management System and will be reviewed at regular intervals.

QUALITY MANAGEMENT SYSTEM AIMS

- To comply with all statutory, legal and other requirements.
- To deliver a quality service to maintain excellent customer relations.
- To ensure customer satisfaction remains inherent to our business.
- To ensure our customer requirements have been fully understood and met.
- To ensure all work is carried out consistently to a defined standard.
- To ensure all staff are fully trained, have the relevant skills and resources to fulfil our customer requirements and are involved in quality improvement.
- To continuously strive to improve our systems and procedures.
- To only use services that meet our own quality assurance standards.
- To deal with any complaints efficiently and within an acceptable time period.
- The company strives to improve by setting business and quality objectives.

Dated: 7th January 2016

Signed:

Matthew Hale
Managing Director