

Quality Policy



It is the aim of the Company to provide services which are of a consistent standard of quality and which completely meet the expectation and needs of our customers in line with the arrangements contracted between us.

To this end, the Company has established a documented Quality System designed to meet the requirements of BS EN ISO 9001:2015 and FIDI FAIMPlus which supports an approach for continual improvement in all aspects of its business.

The Managing Director, Jason Diggs, has overall responsible for Quality within the Company. He constantly monitors the system to evaluate its effect and controls future development. The Quality Manager, Tracey Rogers, reports to the Managing Director and oversees the day-to-day issues relating to Quality. All staff within the Company are aware that they have their own specific responsibilities within the quality system.

The achievement of effective quality performance depends on team effort - procedures and instructions must be adhered to by all personnel, as appropriate, for the system to be effective. No-one, therefore, should deviate from these procedures and instructions without permission. It is expected that everyone involved will contribute to that effort to ensure that the Company meets its obligations that it has to its customers.

The Quality Policy and related objectives will be reviewed annually (as a minimum) to ensure that they continue to fall in line with the overall Company strategy and the Quality System in general.