



5.2.1 QUALITY POLICY STATEMENT

S&R Northants Limited's commitment to quality is outlined as follows:

Objective

To deliver a professional, efficient, reliable and best value service through collaboration and working in partnership with others to achieve exceptional client satisfaction and enhanced market status. To provide this service in a safe manner meeting all specified customer requirements. This policy shall provide a framework for setting our quality objectives.

Policy

In order to achieve these objectives our organisation is committed to:

- Maintain and implement a Quality / Integrated Management System appropriate to our operation which recognises and provides for the internal and external client services. The Quality / Integrated Management System is developed in accordance with the requirements of BS EN ISO 9000 Suite of standard including BS EN ISO 9001, BS EN ISO 9004 and BS EN ISO 19011;
- Continual Improvement of the Quality / Integrated Management System
- Demonstrating our commitment to ongoing staff development
- Actively promoting our “Commitment to Quality” culture at all levels of our organisation;
- Continually seeking to improve our service to our customers;
- Delivering all projects on time and defect free by maintaining a “right first time” culture in all that we do;
- Communicating our policies, objectives and system to all of our staff and employees;
- Offering all staff the opportunity to contribute to the continual improvement of our procedures;
- Requiring all staff to perform their duties in accordance with our management systems, policies and contractual requirements;
- Ensuring that all staff are allocated appropriate responsibility and authority to implement and develop our policy;
- Regularly review our policies and Management Systems for suitability and effectiveness;
- Comply with Statutory and Regulatory requirements.

This Policy Statement will be reviewed annually.

Ermir Sefolli
Company Director