



# Quality Manual

## **Quality Policy & Objectives Statement**

The Directors, management and staff of Expert Fire Solutions (EFS) Limited consider the quality aspects of the organisation to be a primary factor in the continued success of the company.

Expert Fire Solutions Limited's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

The company is fully committed to establishing and maintaining an effective quality management system, which meets the requirements of ISO 9001 and helps maintain Expert Fire Solutions Limited standing as a prominent company in the Fire Protection Industry. Failure of employees and sub-contractors to comply with the requirements of the quality management system may result in disciplinary or remedial action being taken by the company.

We will measure the effectiveness of our business objectives through controlled audit procedures, specific KPI targets and via management / business review meetings.

We shall endeavor to satisfy the requirements of all "interested parties" and promote the use of the process approach and risk based thinking throughout the organisation.

The quality of our products and services and effectiveness of our systems is a fundamental part of our philosophy, culture and is an essential part of our company's infrastructure. All of our employees shall be encouraged to support this ethos and consider it to be a major factor in their daily work.

The strategic objectives of the quality management system are:

- To maintain an effective Quality Management System complying with the international standard ISO 9001 and legal and other regulatory requirements
- To consistently achieve, maintain and continuously improve a level of quality performance which enhances the company's reputation with customers.
- To ensure compliance with relevant statutory and safety requirements
- To endeavour, at all times, to maximise customer satisfaction with the quality of products and services provided by Expert Fire Solutions Limited
- To have in place systems which prevent the occurrence of errors or problems and that appropriate mechanisms are used for corrective action.

Signed:

Alan Raine

Brian Hogg

Sheryl Hogg

Company Directors  
Date: 6<sup>th</sup> January, 2017

Distribution: All employees and other interested parties

**QM001 Appendix 1**