

QUALITY MANAGEMENT POLICY

Our Philosophy...

is to provide a better service than you expected.

Our Promise...

is to give you the benefit of our unrivalled experience, knowledge and expertise to provide you with a first-class service which is:

- friendly and professional
- efficient, effective and economical
- responsive and flexible.

We attach the greatest importance to maintaining our reputation for the highest quality and we are committed to a policy that will ensure that our services meet the stated requirements of our clients at all times.

In particular, we try very hard to:

- Satisfy our clients every time - by delivering services to an agreed quality standard, on time and within budget
- Build and maintain the confidence of our clients, through an understanding of their needs
- Approach our work in a thoughtful and creative manner
- Empower all employees with responsibility for the quality of their own work
- Provide a challenging work environment, with rewards for excellent performance, and good career development opportunities.

Accountability

The Company Secretary is responsible for the review and implementation of this policy and for the allocation of all duties regarding quality management matters.

Review

This policy will be kept up to date, particularly as new initiatives are developed and new services are introduced by the company. To ensure that this is done, the policy and the way in which it is operated will be reviewed as required and at least annually.

Last reviewed: 8.9.17

If you require further information, please contact us by any convenient means:

E-mail: management@aldercross.com Telephone: **01244 813335**

Post: **AlderCross Ltd, Deeside Enterprise Centre, Rowley's Drive, Shotton, Deeside CH5 1PP**