

Quality Manual

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Section 3

1.0 Quality Policy

It is the policy of Acrastyle Ltd to provide products and services that meet the expectations and needs of its Customers in terms of performance, safety and reliability.

The Directors, management and personnel of Acrastyle, are committed to providing a high quality service by continuously improving client service and relations, human resource management and company operations.

It achieves this by recognising, understanding and evaluating customer needs and trying to exceed them, with the aim of delivering total customer satisfaction. This is the company's primary objective.

The Directors are committed to efficient operation and continuous improvement of performance and the quality management system.

Development and appropriate training of all employees to achieve these ends are recognised priorities. Adequate resources will be made available to ensure the effectiveness of the quality management system.

The above targets are achieved by an effective and efficient company quality management system based on the requirements of EN ISO 9001:2008

The company will take into consideration the views of interested parties and the effect the company's activities may have upon the environment.

In fulfilling the above quality policy, the company recognises the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through elements of the quality system such as internal audits, management reviews, corrective/preventive actions and training.

Each employee is made aware of the importance and contents of this quality policy and is encouraged to contribute to the success of the quality management system.

The company's goals and commitment to meeting the requirements of EN ISO 9001:2008 secure a prosperous future and set a unique standard for others to follow.

Issue by K. M. Dell (Quality manager)

Signed by D. Brands (Managing Director)

Signed by:



Date:

24th Jan 2013