

Quality Policy Statement

Angus Decorating Co Ltd is dedicated to a quality of service that will ensure that we meet the requirements of our customers at all times. The goal of the company is to achieve a high level of customer satisfaction. A commitment to the implementation of effective management and operational systems is essential to realising that goal.

We will achieve this by:-

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored by the senior management.

The quality principles and objectives will be communicated and available to staff at all times. Ensuring that our staff are fully trained and competent will be an integral part of the strategy to achieve the objectives. We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

We will constantly review and seek to improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.



**Joint Managing Director
Angus Decorating Co Ltd**

Date 12 January 2023