



KELBROS Ltd.

QUALITY ASSURANCE POLICY

Kelbros Limited is committed to providing the highest quality service possible.

This will be achieved by understanding our customers' needs. Through the application of appropriate processes and techniques, we will endeavour to improve our systems of work and service delivery to achieve customer satisfaction.

Kelbros Limited Board of Directors is responsible for the development of Quality Assurance policies and procedures and shall ensure that appropriate resources for their effective implementation are provided. The principle operational responsibility for ensuring customer satisfaction and for complying with the company's policies and procedures lies with line management, however, all employees are responsible for compliance to procedures.

Kelbros Limited shall appoint competent personnel to provide support, guidance and monitoring to ensure that the business complies with this policy. We will also provide necessary information, instruction, training and supervision to ensure that employees are able to discharge their duties effectively.

Managers are responsible for publishing and communicating Quality objectives for their part of the business and for improving service to customers and internal efficiency. In addition to the setting of measurable targets, we will develop and improve the Quality Management System through consultation and involvement of our customers and our staff.

To meet our commitments, we will:

- ✚ Ensure compliance with legal, statutory and regulatory requirements.
- ✚ Ensure compliance with standards.
- ✚ Know our customers and have a complete understanding of their needs.
- ✚ Through performance measurement and effective communication, ensure customer requirements are met, exceeded or enhanced.
- ✚ Seek opportunities to provide our customers with innovative business solutions.
- ✚ Recognise each employee's responsibility for quality.
- ✚ Use only selected, approved, preferred or certified suppliers and accept only conforming products and services from suppliers.
- ✚ Cultivate a culture of continuous improvement.

This policy shall be made available to all employees and displayed as is appropriate to each site on the notice boards. It is available to the General Public and other interested parties on request.

The Quality Assurance Policy shall be reviewed annually by the Kelbros Limited Board of Directors. This policy statement will remain valid until May 2012.

Anthony Kelly

Anthony Kelly
Managing Director

Office 17, Observer Building
Rowbottom Square
Wigan
Lancashire
WN1 1LN

Tel/Fax: 01942 243118
Email: info@kelbros.co.uk
Web: www.kelbros.co.uk
Company No: 06805046