

# Advanced ISO 9001 Quality Assurance

It is the policy of the Company to provide a high level of workmanship and quality for all our work, which will guarantee to our customers that the products and service they receive from us will be acceptable and meet their requirements and expectations.

This will be done by applying the quality assurance system to ensure that:

- **Customers receive prompt and accurate installations**
- **The Company endeavours to only install products of good quality and of a type which meets customers' needs**
- **Staff have a good knowledge of, and are able to provide sound technical advice on, the products supplied for installation.**
- **Where customer complaints arise they are dealt with in a polite and effective manner**
- **All installations are conducted with speed and efficiency by trained persons**

The quality assurance system should also meet the Company's own goals of providing:

- **A sound organisational base**
- **Traceability of products**
- **Accountability of actions**
- **The means of maintaining a good service to its customers**

It is essential that every member of the Company is aware of our commitment to Quality Assurance, for which a Quality Manual has been prepared together with associated Quality Procedures.

The Quality Manual and Procedures will be made available to all persons within the organisation and must be adhered to at all times. Any suggestions which may lead to an improvement in the quality of our service should be forwarded directly to Advanced Hygienic Cladding Ltd.