

Quality Policy Statement

Our policy is to maintain a profitable, efficient Company which provides a high Quality professional service to our Customers.

Our aim is to satisfy our Customer's needs and expectations by working in accordance with a defined standard (BS EN ISO 9001:2015). Our Quality Management System ensures a consistent approach to the provision of our service, which in turn ensures we achieve our aim. The scope of our Quality Management System covers The Drilling of Boreholes; the Installation of Pumping Systems for Water Transfer & Soakaways; the development of boreholes; the installation of Sewage Treatment Systems and the maintenance of Sewage Treatment Systems.

Through our approach to training, personal development and guidance, we endeavour to retain key mature staff in order to maintain our organisational goals.

Our Quality system is constantly improved upon, through the use of both internal audit and management review techniques.

The stated Quality objectives, which are measurable and meaningful, include:

- Achieving Customer Satisfaction by meeting and surpassing Customer Requirements.
- Continual Improvement of the Quality Management System.
- To set appropriate Quality Objectives for its QMS, products and procedures are suitable, reviewed and understood by all employees.
- To identify and provide all employee training requirements to meet customer need and to support personal development.
- Operate within Statutory and regulatory regulations.
- Improve Supplier Efficiency and reduce nonconforming supplied products or service.

Quality Policy Approved: F. J. Harper Date Approved: 13/11/17