

CASTLE & PRYOR Ltd

QUALITY POLICY

"To develop long term profitable Client relationships, through meeting Client, Statutory, Regulatory and Certification requirements whilst seeking to continually improve the service we provide"

To achieve this, we will always aim to:

Meet **Quality** requirements

- Fully understand requirements.
- Thoroughly brief and communicate these requirements.
- Meet service quality standards / specifications.

Provide excellent **Service**

- Be pro-active in all our dealings with Clients.
- Do things right, first time, every time.
- Keep Clients informed of any problems.
- Be polite and courteous at all times.
- Be flexible to meet Clients changing requirements.
- Continually review our performance and implement actions to improve.

Ensure timely **Delivery**

- Meet agreed deadlines.
- Support our Clients to meet their goals when they are struggling to do so themselves.

All employees are made aware of the strategic direction of the company via the annual Strategic Plan and Business Objectives. All employees have been trained to understand the business objectives and commitment required to maintain an effective quality system, with all new employees being trained as part of the company induction process. This Policy, business objectives and actions will be reviewed as a minimum annually to ensure effectiveness of actions, compliance and continuous improvement.

Signed 

Managing Director

Date 01/8/2017

QP-00

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Page No.1 of 1

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