

Directors & Senior Management place particular emphasis upon experience, expertise, capability, reliability and Quality and have adopted the policy of providing only equipment and associated services which have the requisite quality to merit total customer satisfaction

The purpose of this policy is to fully realise the need for the service supplied by the company to be recognised as being of the highest quality.

Accordingly, the Directors have required that the company develop and use a Quality Management system meeting the requirements of BS EN ISO 9001 to control the quality of the products and services supplied to the customer.

The policy will be appropriate to the purpose and context of the organisation and will support its' strategic direction.

The commitment to the Quality Management system shall be visible in:-

- Focusing on the importance of Customers.
- Setting and communicating the direction of the Organisation.
- Initiating action and making the resources available to achieve the Quality Policy.
- On-going involvement with the Quality Management System and its' continuous improvement.

Providing a framework for establishing and reviewing quality objectives.

All staff are required :-

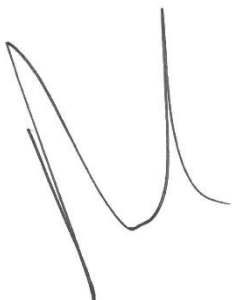
- To be completely familiar with and understand all procedures of the Quality System relevant to their own work for the company
- To follow and comply with the requirements of all such procedures
- To be fully aware that Quality is the responsibility of everyone in the organisation.

The Quality Management System and this policy is seen as essential for the long-term success of the Company and will be communicated to all personnel through initial induction, meetings, ongoing development and training to ensure continued adherence and compliance with requirements.

Review

The policy will be reviewed and updated to include any change in the context of the organisation or requirements.

The policy will be regularly reviewed (at least annually) by Management and amended or added to as appropriate.



Nick Hollyoak
Director
Continental
(Last review date Jan 2022)