



Quality Policy

The following Quality Policy has been developed by EPSCO to convey and highlight its total commitment to quality. It amplifies a commitment towards meeting and then striving to exceed customer expectations through adherence to and continuous improvement of its Quality Management System.

To achieve this we will develop and focus on a suite of Quality Products, being used by Quality People whilst adhering to Quality Processes. To ensure continuing suitability, this Quality Policy and related policies are to be reviewed annually and effectively communicated by EPSCO Management.

The key elements of the Quality Policy are:

- Invoking the ethos of 'customer first' and 'quality is king' to all EPSCO employees - ensuring that they are committed to the standards of the service we want to provide.
- Adopting the principle of continual improvement to ensure that all aspects of the company business move and evolve to comply with the ever changing demands of both customer and legislation.
- Striving for a defect free product and delivery of service.
- Ensuring that things happen at the right time in the right place to the right order.
- Ensure that a high class service is provided to our customer and delivered offering real value for money.

EPSCO Management is totally committed to delivering a flawless level of customer service and associated support, ensuring that the customer is placed first in everything that we undertake.

To ensure that we achieve this level of service, EPSCO Management has developed a culture statement with supporting core values, and a collection of measurable objectives and targets.

Signed:

Review Date:

30/03/17

Stuart Smith
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EPSCO Ltd