



## Quality Policy Statement of Intent

4site Consulting Limited is committed to achieving total customer satisfaction through vigorous innovation and constant improvement of its business processes.

The policy embraces the following key principles:

- Ensuring that we fully identify and conform to the needs of our customers.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Ensuring that all employees are competent and/or qualified to complete their allocated tasks effectively and efficiently.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements ensuring that the correct procedures are followed to meet those requirements, that objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained and reviewed in line with the spirit of the policy.

The quality policy principles and objectives will be communicated and made available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

We are committed to operating 4site under the disciplines and control of an effective Quality Management System conforming to the International Standard ISO 9001:2008, planned and developed jointly with our other management functions.

We are all committed to operating continuously to this standard and we will maintain the necessary Quality Approvals consistent with our customer requirements.

4site will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers. 4site shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an on-going training and development programme.

The 4site quality policy statement indicates our commitment and focuses on what is important to us as an organisation: achieving customer satisfaction, it prescribes the method by which we accomplish this by continually improving processes, products, and services to ensure they consistently meet or exceed requirements.

Senior Management shall ensure that our quality policy is communicated and understood at all levels of the organisation through documented training, regular communication, and reinforcement during annual employee performance reviews.

Our quality policy statement is controlled by inclusion in this manual and, along with all policies contained in this manual, is reviewed for continuing suitability during management review meetings.

**Mike Masters**

Managing Director:

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