

# THE **BARTRUM** GROUP LTD

Langton Green, Eye, Suffolk, IP23 7HN

## Quality Policy Statement

The Bartrum Group recognises that the maintenance of quality standards in all activities is the key to our success and reputation. The company is therefore committed to a policy to provide a service which fulfils the requirements and expectations of our customers in all ways and also where necessary meets with regulatory requirements.

The company aims to ensure:

- That trained and competent personnel are available focusing at all times on customers' needs and expectations.
- That a high quality of service is given providing optimum value to the customer commensurate with cost
- There is a consistent approach towards public and customer safety
- That legislative and regulatory requirements are always complied with
- That processes are performed in a cost effective manner.

The system operates from the receipt of an enquiry to completion of the project involving a series of processes which are operated within the business. Appropriate Key Performance Indicators of processes are used to identify potential improvements in the company's capability and capacity.

The company continually improves the effectiveness of quality management and the objectives are appraised at management reviews at which this policy is examined for continued suitability.

All employees are made aware of this policy and its objectives and are committed to its implementation.

The system is maintained by ongoing verification activities together with appropriate training and education of those involved and the overall improvements sought are monitored as part of the regular management review of the system.

Signed .....  .....  
 Joint Managing Director

Signed .....  .....  
 Group Health & Safety Manager

Print ..... Shaun Bartrum .....

Print ..... Richard Dixon .....

Dated ..... 12/09/17 .....

Dated ..... 12-09-2017 .....

**Review Date – September 2018**