

## **Fairway & Kenwood - Quality Policy Statement**

Fairway & Kenwood has produced this policy statement to confirm our commitment to meeting the quality standards expected by our customers in the delivery of the services that we supply to them. Our quality system is relevant to our organisations and meets the requirements of ISO 9001:2000 standard and of our customers. Our quality objectives are to:

1. Use the Quality Management System as a tool in achieving best practice outcomes across the organisation;
2. Established Quality objectives and review them systematically to ensure continuous improvement throughout our company.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations.

Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements. We will adopt procedures and disciplines to ensure that:

- The system is effectively implemented by undertaking relevant training and conducting appropriate quality awareness training;
- Responsibilities for quality are established by communicating these responsibilities clearly to all employees;
- The policy and procedures continue to be appropriate by initiating regular reviews in a systematic way to check its effectiveness and continuing suitability, and
- The company regularly review the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.

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