

# Quality Policy



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Industrial Coating Services Limited (ICS Ltd) aims to provide defect free service to its customers on time and within budget.

The Organisation operates a Company Management System to the requirements of BS EN ISO 9001: 2008 certification and sector scheme 19a, including aspects specific to the provision of surface preparation and the application of protective and decorative coatings.

**The management is committed to:**

Develop and improve the Company Management System  
Continually improve the effectiveness of the Company Management System  
The enhancement of customer satisfaction

**The management has a continuing commitment to:**

Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction  
Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements

Establish the Quality Policy and its objectives

Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Company Management System

Ensure the availability of resources

Reviewing and confirming policy statement, at least annually through our management review meeting

The structure of the Company Management System is defined in this Quality and environmental procedures Manual. All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality and environmental procedures Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability. Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Print Name: Alex Thomson

Signed:

A handwritten signature in blue ink that reads 'Alex Thomson'.

Date: 7<sup>th</sup> January 2018

Position: Managing Director

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