

BOX IT (UK) LIMITED

Quality Manual

Quality Policy

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QUALITY POLICY

The Company is dedicated to a quality policy which will ensure that its service meets the requirements of ISO 9001:2000 and its customers at all times.

The company believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

All the Company's employees must have a positive commitment to service quality and respond quickly and effectively to achieve the performance standards required of them and to 'get it right first time'.

The quality policy is based on 4 fundamental principles:

1. The definition of quality is conforming to requirements, having specified very carefully the needs and expectations of our customers, our suppliers and our own processes.
2. The Quality Management System concentrates on prevention, looking at our service provision processes, identifying the opportunities for error and taking the necessary action to eliminate them.
3. The service quality standard is 'no failures', everyone understanding how to their job, the standard required, and doing it right first time.
4. The measurement of quality is the cost of nonconformity and the eventual cost of getting it right.

To ensure that the policy is successfully implemented, each member of staff will be responsible for specifying the customer's requirements, complying with internal requirements and ensuring that the correct procedures are followed to meet those requirements.

The quality policy involves all employees and the principles and objectives will be communicated and available to all at all times. Assistance and training will be given to ensure the relevant knowledge and experience is acquired for successful implementation of this policy.

The Quality System is closely monitored both internally and by a UKAS Accredited Registration Body.

MANAGEMENT COMMITMENT

The Company is committed to implement and maintain, a documented Quality System which complies with the requirements of ISO 9001:2000. This operating system is designed to embrace all company functions, thus ensuring the efficiency of the business and the consistent delivery of a quality product/service for all customers. To this effect, this Quality Policy has been established and communicated at all levels within the organisation.

LEGAL REQUIREMENTS

The company will exhibit only the highest standards in maintaining a policy of honesty and correctness at all times towards both customers and employees. The company Quality Representative, in conjunction with the Senior Management team, has responsibility for ensuring that all legal requirements applicable to the business activities and relevant industry 'codes of practice' are identified, understood and adhered to.

CUSTOMER FOCUS

All enquiries for service will be subject to formal controls. Procedures are established to ensure that the customers needs and requirements are determined and adequately met with the objective of achieving customer satisfaction at all times.

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Managing Partner

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Franchise Site Manager