



Quality Policy

Senior Management and staff are committed to providing a service that consistently meets customers and applicable regulatory and statutory requirements. Pro Direct Surfacing Ltd aims to enhance customer satisfaction through the effective application of a Quality System including continual improvement of the system.

It is the policy of Pro Direct Surfacing to supply services of a quality that will merit and earn Customer satisfaction, thus enabling the Company to retain our existing Customers and to generate new Customers through a policy of continual improvement of our systems and working practices.

Systems are in place to assess the effectiveness of the quality system with management review meetings being held to review performance and quality objectives with any additional quality objectives/measures being introduced as considered necessary in line with the Company's business plans. These reviews will also consider the continuing suitability of the Quality Policy.

All personnel share responsibility for the quality of the personnel/services supplied to our Customers.

New and existing personnel are made aware of the Company's quality policy either during ongoing training sessions or Company induction.

The Managing Director has given the SHEQ Manager full authority to carry out the quality policy of the Company and all Company personnel are required to cooperate with the SHEQ Manager in carrying out this task.

This Quality Manual and the associated Procedures Manual are approved by the undersigned as the authoritative documents relating to Quality within the Company.

Signed:


Managing Director

31/07/2018