

## Quality Policy Statement

T C Williams is committed to quality assurance. All of our activities are carried out in accordance with our business management system.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- Any complaints are dealt with efficiently and within an acceptable time period

T C Williams recognises the importance that the quality of our service has to the future of our business.

This quality policy statement has been implemented into the T&C Williams management system and will be reviewed at regular intervals

Signed



Date March 2016

**Mr D Wilshaw, Managing Director**