

Quality Policy Statement

General Statement

The management and personnel of Knockbawn Ltd are committed to provide a high quality service in the area of Quality management by continuously improving client service, human resource management and company operations.

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Management are committed to the efficient operation and continual improvement of performance and the quality management system.

Knockbawn Ltd aims to provide defect free services to its customers on time and within budget.

The management is committed to:

- Developing and improving the Quality Management System.
- Continually improve the effectiveness of the Quality Management System.
- The enhancement of customer satisfaction.

The management has a continuing commitment to:

- Work with customers 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 legal requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness & suitability of the Quality Management System and objectives set.
- Ensure the availability of fully trained and competent resources and provide training to continually improve the effectiveness of the Quality Management System.
- Continuous monitoring quality performance and implementing improvements when appropriate.
- Comply with all English and EU legislation and regulations specifically related to its business activities.
- Take into consideration the views of interested parties and the effect the companies activities have upon the environment.

Signed on behalf of Knockbawn Ltd

Dated

A handwritten signature in black ink, appearing to read "John Casey".

John Casey
Managing Director responsible for Quality

06.11.2018