



## Quality Policy Statement

Wrights of Twycross Ltd is dedicated to the quality policy that will ensure that its services fully meet the requirements of its customer all times. The main aim of the company is to achieve a high level of customer satisfaction at all times.

Wrights of Twycross Ltd believes in the concept of the client and supplier working together in pursuing this policy and in continually striving for improvements in our service quality.

Wrights of Twycross Ltd has developed the quality policy with three main principles:

- Ensuring we fully comply to the needs of our customers;
- Looking at our service provision processes, identifying the possibilities of errors and taking positive actions to eliminate them;
- Everyone understanding how to do their job properly and doing it correctly first time.

The objectives that will ensure the successful application of this policy and that continual improvements are maintained will be set, determined, monitored and reviewed by the Management Team.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of strategy to achieve the three main principles we pride ourselves on.

Our company will continually review and improve on our services to ensure tasks are completed in the most cost effective, safe, timely and with consideration to the environment for the benefit of our customers, our staff and the environment in which we work and make our living.

Wrights of Twycross Ltd shall ensure that all our staff understand and fully implement our company's policies and are able to perform their duties correctly through training and development programmes.

Signed (Director):

Date:

10/03/18