

QUALITY POLICY STATEMENT

Flamefast Fire Systems Limited (the Company) recognises that continuous improvement of the quality of its products and service represents a prime opportunity for continued business success.

By meeting the customer's requirements for uniformity and dependability, we achieve lower costs, gain increased customer acceptance and loyalty, and ultimately, higher growth and profitability.

Like other business goals; quality improvements are achieved as a result of management commitment, planning and implementation.

The process requires an understanding of what is needed, organisation of staff and facilities to accomplish the tasks, and a measurement system to feed back, from internal and external (including customer) sources, the continuous results of action taken to improve quality.

The achievement of high quality and consistency of both product and service calls for a systematic and disciplined approach by all employees in all activities according to the principles of Quality Assurance.

The Quality Management System operated by the Company has been designed and implemented to meet the requirements of **ISO 9001 : 2015**.

The Company checks its own quality systems through strict adherence to both internal and external audit regimes.

This commitment to auditing is one of the keystones of the Company's quality system.

All employees and representatives of the Company are expected to act in a courteous and helpful manner at all times, whilst looking after the best interests of both the Company and its customers.

It is part of the Company's training programme that this policy is understood, implemented and maintained at all levels in the Company.

This policy establishes a framework for achieving our quality objectives and is reviewed for its continuing suitability at management review meetings.

The Quality Policy shall be reviewed at least annually or following significant legislative changes, where improvements have been identified it will be communicated to all staff and made available to visitors of the Company who may use the Company's premises and whom may request it.



Signature:

Date:

April 2018

Name:

Nigel Roddie

Position:

Managing Director