

## QUALITY POLICY STATEMENT

Control Centre Solutions Ltd are committed to quality excellence, as well as providing unrivalled customer service. As a small organisation we fully understand the benefits to our clients, stakeholders and to our own organisation in maintaining high quality standards in all the work we do. It is our policy to ensure the continual improvement of the company's overall performance, and to aim towards satisfying the expectations and needs of our Clients. We have a strict policy towards providing quality work in line with the requirements of the specification.

Control Centre Solutions Ltd strive towards our policy goals, ensuring 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 that we meet or exceed their expectations.
- Achieve and maintain high standards of work that enhances our reputation and those of our customers and stakeholders.
- We have the skills and resources to fulfil our customer requirements.
- 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.
- A professional approach to customer interface is maintained at all times.
- Any complaints are dealt with efficiently and within an acceptable time period.
- Ensure compliance to all regulations and statutory bodies.
- Seek to achieve and maintain best-practice methodologies throughout our activities.
- We strive for continual improvement in our standards.
- Communicate this policy to our employees, stakeholders, and all interested parties to ensure continued adherence to this policy

It is the responsibility of all Control Centre Solutions Ltd personnel to ensure that procedures are implemented and our quality objectives are achieved.

This policy is reviewed on a periodic basis or on significant change in the company's operations.

Copies of this statement of policy will be made available to all employees and to all other interested parties.

Signed:



Mr Scott Hughes, Director

Date: 17<sup>th</sup> April 2023