

# QUALITY POLICY

## QMS

The quality policy of Valco Consulting Ltd is to provide a high quality professional service to its client base, working within those clients own guidelines and specifications.

The company will achieve this by operating the Company's ISO 9001:2015 Quality Management System.

The company aims to understand and respond to the needs of its clients and the community they serve, where applicable, in a sustainable way. The company aims to provide an efficient service while at the same time ensuring that every aspect of the services provided are carried out in line with the details outlined in this manual.

Through the operation of the management system, we are committed to achieving the client's requirements by completing the services:-

- In a timely fashion
- In a cost effective manner
- To the agreed specification
- To continually improve our procedure.

It is the objective of the management system to enable continual improvement of the system to be achieved, resulting in reducing the cost of meeting client requirements by 'getting it right first time' thereby ensuring customer satisfaction.

All personnel are trained in the operation of the management system.

All incidents where the specified requirements are not achieved, customer complaint and defects are reported, investigated and rectified promptly.

The performance of the Quality Management System will be compared against the objectives of the organisation at the company's management review meetings.

Within the Company, the implementation and effectiveness of the management system are reviewed at management meetings.

The Director responsible for implementing and improving this policy is as below.



Signed:

for and on behalf of Valco Consulting Ltd

April 2017