



Quality Policy Statement

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It is the policy of Finlo Frank to provide its customers with a high quality service that exceeds their expectations and thereby ensures high levels of customer satisfaction.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

This has involved defining our business context and ensuring that our management system is aligned to and integral to our strategic business direction.

We are committed to the involvement of all our staff in implementing and continually improving the effectiveness of this system and will provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.

Furthermore, we will establish monitor and review quality objectives on a regular basis in order to foster continual improvement in all our activities. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate.

This policy will be available to any interested parties and is published on our website.

Signed

A handwritten signature in black ink, appearing to be 'D. J. ...', is written over the dotted line of the signature field.

Date *23rd April 2016*