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## P-1 Quality Policy

It is the policy of Scot Signs Ltd to provide its customers with a service that fulfils their specified requirements.

The following principles are applied throughout the company:

- 1) Full commitment of all personnel to reduce waste and enhance Customer Service.
- 2) Full commitment of all personnel to active involvement in making improvements.
- 3) Full commitment to using Environmentally Friendly products and promoting wherever possible, the re-cycling of old materials.
- 4) Full Commitment to ongoing training and development of staff.
- 5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."

A companywide Quality System is in operation which is designed to comply with the requirements of BS/EN/ISO 9001:2015 and EN12899-1:2007.

The ISO system defines the commitments of the company, and the complementary Quality Procedures and Method Statements detail the methods that are employed to ensure Customer Satisfaction.

Signed: \_\_\_\_\_ *Stuart Dalgliesh* \_\_\_\_\_ Date: 8/1/20

Signed: \_\_\_\_\_ *Mark Duguid* \_\_\_\_\_ Date: 8/1/20

\* A separate list of objectives are available Ref Management Meeting