

KVASIR GROUP LTD

QUALITY POLICY

It is the policy and overall business objective of KVASIR GROUP to provide services of the highest quality and in compliance with the clients specified requirements.

It is also the objective of KVASIR GROUP to enhance its reputation and capabilities in order to gain a wider recognition in its field of expertise.

KVASIR GROUP recognises that genuine commitment to understanding the present and future needs of its clients is essential to the achievement of these objectives and thus continually strives to ensure the needs and reasonable expectations of the clients are realised in the quality of the services it provides.

The Quality Management System is described in the Quality Manual and detailed in individual procedures. To further the quality aims of KVASIR GROUP we have ensured that all employees understand and adhere to the requirements of this policy and the contents of the Quality Manual.

The Quality Manual and subsequent procedures are published as a direct response to the requirements defined by ISO 9001: 2015.

KVASIR GROUP will constantly monitor its quality performance and will implement improvements where appropriate.

QUALITY OBJECTIVES

The Company's quality objectives are as follows;

Return a minimum of 95% quotations in response to enquiries within the stated return date.

Complete all work within the customer's required timescale.

To ensure the Company achieves an efficiency in each project that produces a contribution of 20%.

Limit customer non-conformances/complaints to 2% of contracts.

Achieve a standard of 95% rating of satisfactory or above from customer satisfaction questionnaire replies.



Signed:

John Clark
Managing Director

Reviewed – September 2024