

## **QUALITY POLICY and OBJECTIVES**

The quality policy of Wilec (Fire & Security) Ltd was created to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Health & Safety Manager.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System which complies with the general requirements of International Standard ISO9001 (Quality Systems).
- b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) To ensure compliance with relevant statutory and safety requirements.
- d) To endeavor, at all times, to maximize customer satisfaction with the services provided by Wilec (Fire & Security) Ltd.



**Jane O'Connell**

Director

1<sup>st</sup> January 2019