

QUALITY POLICY

ISO 9001

“XYZ Limited” is committed to:

- **Providing customers with high quality installations and services which meet requirements and are fit for their purpose.**
- **Operating the business to the systems required by ISO 9001: 2000.**
- **Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.**
- **Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.**
- **Rigorously controlling the supply, installation and completion to programme of all projects.**
- **Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.**

Everyone is responsible for the quality within the company and for maintaining high standards.

24th August, 2004

Managing Director

Notes

1. This is only an example, each organisation will have its own objectives
2. The quality policy should be a framework for your quality objectives
3. You should consider displaying and raising awareness of the policy
4. The policy should be signed by the highest official of the organisation.