



Appendix A : Quality Policy Statement

Quality Policy Statement

It is the policy of KB Install Ltd to ensure our customers are fully satisfied by supplying and installing furniture which has been well protected, is delivered in a safe and prompt manner, and is installed on site to the customer's requirements by courteous and helpful staff.

To enable the consistent delivery of these aims we have developed and implemented a documented Quality Management System based on the requirements of the Internationally accepted Quality Management Standard, ISO 9001.

We intend to continually improve the effectiveness of this system, and the services we provide, through systematic assessment of our own performance, listening to the views of our customers and driving cost effective improvement on a regular and consistent basis. We also intend to maintain compliance with all appropriate regulatory, statutory and legal requirements.

This Policy will be communicated throughout the business, and to all new employees as part of their induction. Copies of the Policy will be displayed within the organisation and are available to customers on request. The Managing Director will ensure that all employees are aware of this policy statement and its application within the business and maintain an effective attitude toward meeting the needs of our customers

Signed : .

David Coupland

Managing Director