

## Connevens Limited Quality Management Policy

In order to succeed, any company must satisfy its customers by matching performance against their aspirations.

It is the objective of Connevens to supply products which completely meet the requirements of its customers particularly with regard to technical performance, reliability, delivery and value for money.

It is the policy of Connevens to meet this objective by working towards the implementation of a quality system based on ISO9001.

To fulfill this policy it is acknowledged that every Company activity from accounts to stores have an effect on the quality of our products and services.

The achievement of quality cannot be a divided responsibility. In performing any task, large or small, all staff must appreciate that they have the responsibility for achieving the quality of the end product and hence the well-being of the company.

I therefore require that all activities must be kept in control and under continuous self-scrutiny. Management instructions must always be clear, unambiguous and achievable; and whenever practical in written form. It is a manager's responsibility to make sure that his or her instructions are clearly understood by those who have to carry them out.

As Managing Director of Connevens I will monitor all activities which have a bearing on quality to see that instructions are clear, and that they are closely followed.

This will require a rolling programme of reviews and audits but as good professional practice every department should monitor its own activities. My agent in these matters is the Quality Control Coordinator.



David Evans  
*Managing Director*  
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