



## Our Quality Policy

The Red Box quality policy is to secure continued profitable growth by providing a high level of customer satisfaction. Achieving quality involves recognition of all customer needs and the employment of an efficient management system that endeavors to satisfy each customer first time, every time.

To attain a high standard of service Red Box has developed and continues to maintain an Integrated Management System (IMS) which is communicated throughout the organisation. The processes and procedures within the IMS describe how the organisations activities are managed and have been designed to ensure that the expected high standards are consistently achieved.

All employees are individually responsible for the quality of their work and are provided with appropriate training so we constantly improve the performance of the company.

Red Box are committed to: -

- Achieving continual improvement and ensuring the effectiveness of the Integrated Management System through setting, monitoring and achievement of quality objectives.
- Achieving and maintaining an economic level of quality which enhances the organisations reputation with customers.
- Satisfying all applicable legislative and other requirements.

The Managing Director retains overall responsibility for the implementation of the Integrated Management System. Clarification of the company's policies, processes & procedures is always available from the Directors.

Signed:

3<sup>rd</sup> April 2017

Mr David James  
Managing Director