

## QUALITY POLICY AND OBJECTIVES STATEMENT

### FWS Consultants Limited Quality Policy Statement

The Policy of the Quality Management System is to:-

- Provide products and services to our interested parties to a high professional standard.
- Ensure the agreed requirements and expectations for interested parties are clearly communicated to those involved in the delivery of products and services within agreed deadlines in accordance with business and quality management procedures.
- Improve the way the company delivers and communicates its products and services to interested parties.
- Ensure company personnel actively support, and follow, all business and quality procedures and processes.
- Optimise the technical competencies of all company personnel.

### FWS Consultants Limited Quality Objectives Statement

The objectives of the Quality Management System shall contribute to the Company's strategic direction of improving business, profits and reputation through:-

- Specific Key Performance Indicators (KPIs) developed in order to ensure the continued effectiveness and improvement of the Quality Management System.
- Identification and risk assessment of external and internal issues relevant to the company's purpose, strategic direction and achieving the outcomes of the Quality Management System.
- Identification of interested parties and establishing and maintaining clear lines of communication.
- Maintaining a high level of products and service quality, and customer satisfaction.
- Compliance with all relevant and statutory regulations.
- Retaining existing organisational knowledge and acquiring missing knowledge as appropriate.
- Developing a company culture in which all employees actively contribute to improving the quality of the products and services provided by the company.
- Maintaining and continually improving a Quality Management System that complies with International Standard ISO 9001.



M LAKEY  
DIRECTOR

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