

# Quality Policy Statement

The Group shall define and manage the processes necessary to ensure that all deliverables conform to customer requirements. As a means of continually improving performance, the group shall establish a management system complying with the requirements of ISO 9001:2008. This Management System shall be implemented, maintained, continually improved and have the full support of top management.

We will continually improve our service to our customers through feedback, review and internal audit. To achieve this, the management system shall include:

- *Core business processes and supporting processes and procedures to manage these*
- *Work instructions that describe operating methods*
- *A commitment to meeting all reasonable customer requirements*
- *A commitment to continual improvement*
- *Provision of a framework for establishing and reviewing quality objectives*
- *Communication and understanding at appropriate levels in the Group*
- *Periodical reviews for continuing suitability*
- *Full compliance with the requirements of ISO 9001:2008*
- *Business objectives which are regularly measured and improved*
- *Competence levels for all Britannia Group staff*

In order to ensure that we continue to meet these goals, we have implemented and maintained a documented Quality System, of which this Statement is the cornerstone, which meets the requirements of ISO 9001:2008

The Quality Manager is responsible for maintaining and developing the Quality System and for ensuring that it remains relevant, not only to the operation and objectives of the Group but also to the needs and expectations of our customers.

The Managing Director takes full responsibility for ensuring that the policy and objectives are achieved, and all Britannia Group staff has responsibility for doing their job in accordance with the requirements defined in the management system.



Kamel Baizid  
Founder & Chairman  
Sep 2010