



Policy Statement

3.0 Quality Management System Policy Statement

Knowles & Son is engaged in the construction, refurbishment, maintenance, design and build of commercial, industrial, residential and public properties.

The purpose of this policy is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of services that we supply, and to efficiencies in internal operations.

The Quality Management System of the Company is based on the requirements of ISO 9001:2000 and statutory and regulatory obligations.

The objective of the Company is to ensure that each contract is executed from original enquiry to completion in a manner that sets and maintains a level of workmanship, reliability and control, which fulfil the company's aims and objectives and the expectations and satisfaction of its customers.

This policy applies to all of our divisions throughout the organisation and the Management is committed to: -

- The use of the Quality Management System as a tool in achieving best practice outcomes across the Company
- Ensure continuous improvement and customer satisfaction
- The setting of measurable aims and objectives throughout the business

Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

Knowles & Son has adopted procedures and disciplines that ensure:

- The system is effectively implemented by undertaking relevant competency skills training.
- Responsibilities for quality are established by communicating these responsibilities clearly to all employees.
- The policy and procedures continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance for continuous improvement.

Managing Director

Date: 9 March 2009