

# VINE TECHNICAL SERVICES LTD

## QUALITY POLICY

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Vine Technical Services Ltd (the 'Organisation') aims to deliver high quality services which meet the requirements and expectations of its customers at all times, in accordance with its policies and procedures.

Top Management are responsible for the implementation of our Quality Management System and for achieving and maintaining ISO 9001:2015 certification. The scope of our QMS covers all activities stated within our Scope Document.

The Organisation is committed to:

1. The development and improvement of our Quality Management System.
2. The continual improvement of the effectiveness of the Quality Management System.
3. The enhancement of:
  - a. Quality, specification and integrity
  - b. Customer satisfaction
  - c. Contractor/Supplier performance
  - d. Risk minimisation
  - e. Work ethics and best practices

The Organisation has a continuing commitment to:

1. Reviewing the internal and external issues affecting our Quality Management System and the needs and expectations of interested parties.
2. Ensuring that our customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
3. Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
4. Establishing this Quality Policy and our ongoing Quality Objectives.
5. Ensuring that Management reviews not only set but review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
6. Ensuring the availability of resources.


We shall endeavour to comply with all relevant statutory and regulatory requirements, and constantly monitor our quality performance against objectives and implementing improvements when appropriate.

All personnel understand the requirements of this Quality Policy and comply with the requirements of the Quality Management System as defined in the Quality Procedures Manual.

Copies of this Quality Policy are made available to all personnel and relevant interested parties along with minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of our Quality Management System.

This Quality Policy shall be regularly reviewed to ensure its continual suitability.

**Les Stanton:**  
(Director)



**Date:**

08/12/2016

**Avril Bird:**  
(Director)



**Date:**

8/12/2016