



Walker Scott's Quality Policy and Mission Statement.

It is the policy of the organisation to provide a range of products, which meet the requirements of its customers, applicable statutory and regulatory authorities, where the focus on enhancing customer satisfaction is maintained. The Quality Policy is aligned to the strategic direction of the organisation as determined by the Managing Director. All work is carried out in a cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management and staff.

A policy for quality conforming to the requirements of ISO 9001:2015 has been established to ensure that it:

- Is appropriate to the purpose and the 'context' of the organisation, the expected level of customer satisfaction and the needs of other interested parties
- Includes a commitment to meeting requirements and to continual improvement
- Has the resources needed and the contribution of suppliers
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.
- Promotes the use of the process approach and risk based thinking.

The prime objective is to provide quality products and achieve customer satisfaction through an effectively controlled quality management system. The initial function of all management and employees shall be the maintenance of this objective.

The organisation ensures that each employee understands that quality assurance is fundamentally important to their future. Each employee knows how they can contribute constructively in the achievement of the quality requirements and are stimulated and encouraged to do so. This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.