

QUALITY POLICY STATEMENT

Artform Urban Furniture Ltd is a supplier and installer of street furniture for a wide range of public and private sector customers. The development and maintenance of an effective quality management system is seen to be crucial to the company's business in terms of ensuring customer satisfaction, enhancing efficiency, controlling and managing risk and ensuring consistent high standards of service and the quality of completed works.

The top management of the company, defined as the Managing Director supported by the Board of Directors, is committed to:

- 1) The development and implementation of a quality management system in accordance with the requirements of ISO 9001:2000 and the provision of the necessary resources to achieve this
- 2) Ensuring compliance with requirements of the quality management system
- 3) Continually improving the effectiveness of the quality management system.

The objectives of the quality management system include ensuring that:

- 1) Customer requirements and expectations are identified and met
- 2) All requirements regarding the service provided by the company are met.
- 3) The quality policy is communicated and understood at all levels of the organisation
- 4) Appropriate quality objectives are set by the Directors and performance against them reviewed to ensure continual improvement in performance.
- 5) The effectiveness of the quality management system is continually reviewed and improved

Quality objectives are established and performance reviewed by the Directors on the basis of the recommendations made in management review meetings.

This policy and the quality management system are reviewed annually, or more frequently where necessary, by the Directors and updated and amended as appropriate.

This policy and the associated quality objectives are communicated to all employees and displayed in all offices.

David Pringle

Managing Director

04th January 2018

Date