

FBP No:	0.4	Authorised:	SB	THE FRANK BARNES GROUP
Issue No:	3			
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SYSTEMS MANUAL				

Quality Policy and Objectives

It is the policy of The Frank Barnes Group to achieve sustained, profitable and stable growth by providing Services, which consistently satisfy the needs and expectations of its customers.

This is achieved through the:

- Full commitment of all management and workforce to this quality policy, allied to active involvement in quality improvements.
- Understanding of all employees of the long-term importance of achieving customer satisfaction by providing a consistently high quality of product or service and conformance with statutory and regulatory requirements
- Skill, dedication and relevant working experience of staff.

The objectives of the System are to:

- Maintain an effective management system complying with statutory, technical, National and International Standards such as ISO9001:2008.
- Achieve and maintain a level of service and performance that enhances the Company's reputation with customers.
- Encourage a culture of flexibility, service, quality and continuous improvement.
- Targets and measures are in place, which are reviewed and are compatible with this policy.


 Managing Director

Reviewed : 12th February 2015