



**1. DOCUMENT INFORMATION**

**1.1. Purpose**

To document and communicate the Quality Policy of RGB Integrated Services Ltd and the associated organisational responsibilities to ensure this policy is implemented.

**1.2 Scope**

This policy covers every activity carried out on behalf of RGB Integrated Services Ltd.

**1.3 Affects**

This document affects all RGB Integrated Services Ltd employees and contractors under the control of the Company.

**1.4 Revision History**

Rev	Date	Remarks	Author	Approved
01	04.08.08	First Issue	DD	RB

**1.5 Referenced / Related Company Standards**

**Policies**

- H-A-001 Health and Safety Policy
- H-A-004 Alcohol and Drugs Policy
- L-A-001 Environmental Policy

This document has been approved by Name: Richard Bartley

Signed:  Date: 8/8/08



## **STATEMENT OF COMPANY QUALITY POLICY**

It is the policy of RGB Integrated Services Ltd, to provide products and installations that conform to Customers' contractual requirements and expectations. In doing so the Company shall conduct its business in accordance with statutory and regulatory requirements. To achieve this, RGB Integrated Services Ltd have established and maintained an effective quality management system and are working towards certification to BS EN ISO 9001:2000 (The Standard). The Board of Directors is committed to comply with the requirements of The Standard and to continually improve the Company's quality management system.

This policy will be communicated to staff by instruction, training, supervision and personal development to ensure they understand how the relevance and importance of their activities contribute to the achievement of RGB Integrated Services Ltd's quality objectives.

To demonstrate their commitment to this policy, senior management ensure that adequate resources are available to implement, manage, promote and review the quality system.

In implementing the quality system RGB Integrated Services Ltd will ensure that the needs and expectations of its staff, clients, suppliers & other interested parties are considered.

The aims and goals of this quality policy are reflected in the development of the measurable business & personal objectives set for the company.

The management shall regularly review the Quality Assurance System to ensure its continuing suitability and effectiveness. The result of all such reviews shall be recorded and shall include details of the review findings, conclusions and any corrective actions to be taken. These shall be submitted to the appropriate persons within the company for implementation in the form of Quality Objectives.

The Quality Representative shall regularly undertake an audit of the Quality Assurance System following the process defined within the Quality Manual.

The purpose of these audits will be to verify that the ongoing application of the system meets requirements and to identify areas for further improvement which shall form the basis of further quality objectives.

All persons employed by the company are vitally concerned with the quality and reliability of our service because our reputation depends as much on these aspects as it does on our ability to deliver at the right price in a timely fashion to a quality standard.

Quality is maintained and enhanced by working in a systematic but flexible manner to procedures designed to control and eliminate the occurrence of deficiencies.

The quality system will influence the effects of our suppliers and partners and ensure that these relationships are managed to mutually improve the effectiveness and efficiency of service delivery.

This policy will be reviewed at least annually to ensure continuing suitability.