



## Quality Policy Statement

---

It is the policy of Temza to ensure that all of our company activities are carried out in accordance with our quality management procedures outlined in our Business Management System and that we work towards achieving ISO9001 accreditation.

Quality is defined as the degree of excellence. Our objective is to ensure that our services and finished product is considered first class.

We aim to achieve this through:

- Assembling and maintaining a skilled, knowledgeable and experienced team who put quality performance and product at the heart of our business.
- Meeting client's expectations through ensuring that the requirements of each project are fully understood and reviewed prior to commencement of any works.
- Reviewing and responding to feedback to ensure continued development and updating our processes and procedures accordingly.
- Responding to complaints quickly and efficiently in accordance with our Business Management System.
- Monitoring and assessing services and quality of work to ensure consistency.

Our Business Management System outlines our organisation and arrangements for ensuring that our aims and objectives are met.

These aims and objectives are communicated to our team who each assume ownership of their own roles in the system and the company as a whole.

Mr. Pawel Sipta, Director, is responsible for implementing this policy and monitoring compliance with our Business Management System.

This policy statement and our Business Management System will be reviewed by Mr. Pawel Sipta as part of periodic audits and reviews to ensure that Temza continues to provide the level of service demanded by our client's and enabling us to identify opportunities for further development and improvements. As a minimum, this policy will be reviewed 6 monthly.

This statement will be displayed in a prominent position on work locations and sites.

Signed:

A handwritten signature in blue ink that reads "Pawel Sipta".

Pawel Sipta  
Director

Date:

03/08/2015

Next Review Date:

03/08/2016