



## **QUALITY POLICY**

### **THE POLICY STATEMENT**

It is the stated policy of Ross & Liddell Ltd to carryout all professional services in accordance with the requirements of BS EN ISO 9000 - 2000 and customer requirements.

The internal controls and methods of working established by Ross & Liddell Ltd ensure that services conform to the requirements of the customer contact.

The Quality Policy is implemented through a series of Quality Management Procedures and Work Instructions, supported by training programmes to ensure all personnel understand the Quality Policy requirements and are capable of implementing their duties and responsibilities effectively.

The Quality Policy demonstrates, through objective evidence, conformance with customer's requirements and provides the necessary controls to improve quality, costs and the performance of services.