



## **BUSINESS & QUALITY POLICY**

It is the stated quality policy of Roshal Space Consultants Ltd to exceed the expectations of our clients in every way possible. This can only be achieved by operating a comprehensive co-ordinated quality system, which assures the quality of all its products and services. The system is designed to meet the requirements of ISO 9001:2015 – Quality Management Systems (CMS), and will be implemented across the whole company, by all members of staff, embracing all of the activities which have an impact upon our clients. It is our commitment to comply with this standard and endeavour to maintain a continual and measurable improvement to our quality management systems.

The CEO, Managing Director and Senior Management team are committed to ensuring that our systems are effective in achieving quality and satisfying our clients, both now and in the future. To this end we will strive, to continually improve our products and services, and our quality systems, leading to customer satisfaction, loyalty and repeat business.

We will set and communicate to all employee's quality objectives which can be monitored, measured and reported on. These objectives will be agreed and reviewed at management review.

To foster a culture of continual improvement, the company will continue to recognise and reward effective teamwork and individual achievement, we will review processes regularly. We see staff as an investment, and emphasis on training acts as a testimony to our commitment in this area.

Signed:

Craig Parsons  
Managing Director  
Roshal Space Consultants Ltd

Date: 14<sup>th</sup> April 2021