

The Spacecare Ltd Quality Policy is to secure continued profitable growth by providing a high level of customer satisfaction. Achieving quality involves recognition of all customer needs and the employment of an efficient management system that endeavours to satisfy each customer first time, every time.

In order to attain a high standard of service an Integrated Management System (IMS) is maintained and communicated throughout the organisation. The processes and procedures within the IMS describe how the organisations activities are managed and have been designed to ensure that the expected high standards are consistently achieved.

All employees are individually responsible for the quality of their work and are provided with appropriate training to constantly improve the performance of the company. Clarification of the company's policies, procedures and practices is always available from the Management team.

The Managing Director retains overall responsibility for the operation of the Integrated Management System, with routine management of the system delegated to the individual managers


The aims of this policy are: -

- a) To maintain an effective Integrated Management System in compliance with ISO 9001:2008.
- b) To achieve and maintain an economic level of quality which enhances the organisations reputation with customers.
- c) To ensure compliance with relevant statutory and safety requirements.
- d) To endeavour, at all times, to maximise and monitor customer satisfaction.
- e) To ensure the effectiveness of the Integrated Management System and achievement of continuous improvement through Internal Auditing, Performance Monitoring & Management Review.

This policy has been communicated to all members of our team and everybody within the company is fully committed to the implementation of this Policy and the Integrated Management System.

The Quality policy is reviewed annually.

Keith Mitchell  
Managing Director



Date 14/9/11