



FLASH-OVER LTD QUALITY POLICY STATEMENT

Introduction

It is the Policy of Flash-Over LTD to provide our clients and customers with a high quality and effective service which meets and even exceed their expectations. We are committed to achieving client and customer satisfaction through continuous improvement and through the establishment of our systems which provides a framework for measuring and improving our performance.

Because we value our customers and our close working relationships with them, it is our aim to establish with our clients and customers long term support and total satisfaction with the service we provide.

The Managing Director

The Managing Director has the responsibility for giving effect to Quality matters on behalf of Flash-Over LTD and will ensure that this Policy is implemented and will ensure that the effectiveness of this Policy is continually reviewed.

Managers

All managers are responsible for quality control through and will seek continual improvement generated from client and customer feedback and measures developed. Managers will support the Director's for giving effect to Quality matters on behalf of Flash-Over LTD and will ensure that employees under their control adhere to this Policy.

Sub-Contractors

All Sub-Contractors are responsible for quality and will seek improvement and continual improvement through constant review through input generated from client and customer feedback and measures developed by Flash-Over LTD.

Sub-contractors will support the Managers/ Managing Director for giving effect to Quality matters on behalf of Flash-Over LTD and will ensure that others under their control adhere to this Policy.

Flash-Over LTD have an open door policy and takes the quality of our work and products extremely serious and values each employee's views equal

Name: Felix Abbà

Signed: Felix Abbà

Position: Managing Director

Date: 27/08/2020