

Name:	Richardson Eyres
Document Name:	Quality Policy Statement
Version No:	V1.0
Issue Date:	04/02/11
Security Class:	Public
Authors:	Andrew Broadhead (Head of Marketing)

Quality Policy Statement

Richardson Eyres provides design, procurement, configuration, management of installation, consultancy and decommissioning of IT systems as well as the support and management services related to those IT environments, based in our offices in Chesham, to a wide range of clients worldwide. We are dedicated to understanding our market expectations and continuously improving our service and products to meet customer requirements. Our goal is consistent customer satisfaction and we will measure this and set targets for continual improvement and implement systems to achieve these goals. In seeking to continually improve customer satisfaction we will:

- Implement and maintain a Quality Management System and achieve and maintain ISO 9001 Quality Management System Standard
- Ensure all employees are trained to the industry required level of competency
- Establish quality objectives for all the key processes within our company

We will review annually our performance against these strategic objectives.

We will make continual improvements to our processes and systems by complying with framework provided through ISO9001:2008.

We will implement a training program for our staff to ensure they have the required skills to best serve our customers.

We will encourage our Suppliers and Partners to adopt similar principles where appropriate.

We are committed to providing the necessary resources to implement this policy.



Adam Kemp, CEO – February 2011

MS_RE_Quality Policy Statement	v 1.0	Issue Date: 04.02.10	Procedure Ref:	Page 2 of 2
Document May be out of date if printed				