

QUALITY POLICY

What is the main reason behind the company?

How will the clients be treated?

What will we do to ensure customer satisfaction?

Example:

At STEP our aim is to help businesses run smoothly.

We want to build healthy, long-lasting relationships with our clients. Throughout the improvement project we hand-hold our clients, to ensure that they feel comfortable with every stage within the project. We will also ensure to maximize the time allocated for us to allow the Management and other employees to follow their daily tasks.

We will do this by providing high quality information to all stakeholders in the project to ensure that everyone understands the concepts that are being dealt with. We will strive to keep up with the indicated time slots agreed during the 'Project Plan'.

Managing Director: _____