

## Statement of Quality Assurance

It is the policy of Damasco UK Limited to ensure that the products and services provided to its customers consistently meet or exceed their expectations. This is achieved through a managed Quality Assurance Programme, clearly targeted towards achieving customer satisfaction, continuous modernisation, regulatory compliance and conformance with appropriate Standards and Codes of Practice.

The company regularly evaluates its processes, invites customer feedback and assesses individual customer needs, setting clear, quantifiable and achievable goals for improvement. The overall aim is to deliver the best possible service, embrace best practice methods and ensure a continuous process of improvement.

The management of the company is firmly committed to the documented procedures and associated control systems of the company. Adherence by all personnel is mandatory.


The Quality Management System is documented in the form of the Quality Manual.

The *Quality & Systems Manager* is entrusted with the authority and responsibility for the development and maintenance of the Quality Management System and upkeep of the Quality Manual.

The *Operations Manager* is entrusted with the authority and responsibility to ensure operational compliance.

The *Quality & Systems Manager* and the *Operations Manager* report to the Managing Director. The Managing Director maintains responsibility and authority for Quality Assurance Strategy, its implementation and producing the Quality Policy.

Signed:



*Managing Director*

Date:

22-01-2014