

QUALITY ASSURANCE POLICY STATEMENT

Complete Office Solutions is committed to the highest quality of service and products and to creating a culture in which all employees feel they can participate in on-going improvements. The Company recognises the real business benefits of having a systematic approach to the control and development of the operational processes.

The Company is committed to:-

- Providing customers with high quality products and services which meet their requirements and are fit for purpose.
- Operating the business to comply with the requirements of ISO 9001 : 2008 Quality Management Systems Standard and continually improve the effectiveness of the management system.
- Enhancing the skills of employees through review and evaluation of skills to establish training needs, the objective of which is to prepare employees to perform their work most effectively, to the customers' benefit.
- Promoting the culture of continual quality improvements and the philosophy of "getting things right first time" in order to help meet our quality objectives.
- Rigorously controlling and continually monitoring the supply and quality of products and services sourced and supplied, and their suppliers / manufacturers.
- Promoting the quality management system as implemented and ensuring effectiveness by internal auditing, management review, corrective and preventive action and monitoring customer satisfaction.

This policy is communicated to all persons working for or on behalf of the Company, and is available on request to clients, suppliers and other external interested parties; displayed in the Company's Reception area for viewing by the general public or downloaded from our website and reviewed at least annually for continuing suitability.

Every employee is responsible for understanding and meeting quality requirements within the Company, and for maintaining high standards to achieve our quality objectives.



Richard Coulson

Managing Director

Dated: 8 July 2014