

Commitment to quality

Policy

Our policy is to continuously serve our clients best by meeting their specific requirements and to maintain a prominent position in our industry.

We intend to achieve this goal by a process of continuously improving the quality of our services, systems and products.

In this context we define quality to mean complete conformance to agreed customer requirements.

Accomplishing this policy depends on the commitment by all of us to participate in total quality improvement.

Every one of us at every level is responsible for:

- Identifying precisely the quality requirements of our customers, whether internal or external.
- Ensuring that the services, systems and products we deliver meet all those requirements - specifications, designs, materials, schedules and safety – first time, every time.
- By working together we shall achieve continuing improvement in the quality of every aspect of our work and so improve our performance and competitiveness.

Objectives

- Meet the needs of our customers both internally and externally through a process of systematic quality improvement in the way we conduct our business.
- Measure the improvement in quality as we move towards our target – zero defects.