

1 Quality Policy

The Directors, Management and Staff of ExcelRedstone are fully committed to achieving and maintaining high levels of quality in all contexts of the company's business. This policy is approved by the undersigned and is supported by all levels of management within the organisation.

The company operates a risk-based approach, taking action to reduce risk and maximise opportunity through a monitored, measured, analysed and evaluated methodology. The quality management system emphasises problem prevention rather than detection and correction and comprises of formal processes which conform to BS EN ISO 9001.

Each employee is responsible for the quality of their own work and must ensure it meets the requirements of all interested parties internal and external to the company. Every effort is made to ensure that each person in the organisation understands the importance of our quality assurance program and how they can assist in the achievement of the company's objectives.

It is the policy of the company to deliver a range of products and services, which meet or exceed the requirements of all interested parties, the company's and industry's quality standards and applicable regulatory requirements. It is our objective to deliver a defect free product and services on time, at a competitive price, achieve customer satisfaction and regularly review performance and objectives within the context of our business.

The company only sources products and services from companies which have a proven commitment to quality. We constantly review our suppliers to ensure their products continue to meet our requirements and fit the organisations approach to sustainability.

The goal of the company is to continuously improve quality and service and understand the expectations of interested parties. Each employee is encouraged to suggest changes which could lead to improved quality performance.

The company reviews its quality management system at regular intervals, sets targets and plans how to implement them for the coming period based on the responses of all interested parties and especially those of our customers.

This policy is reviewed annually or as and when significant changes are made to ensure its continuing suitability. The policy is wholly endorsed by top management, communicated to all staff and is readily available via the company intranet and web site.

For and on behalf of
ExcelRedstone

Brendan Loughrey
COO