



QUALITY POLICY

APJ Services London LTD (the 'Organisation') aims to meet customer requirements in accordance with the highest professional standards. It strives for continual improvement and customer satisfaction through the involvement and full participation of all levels of management staff and other related parties. The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification for the services we provide.

The management is committed to:

- Developing and improving the Quality Management System.
- Continually improving the effectiveness of the Quality Management System.
- Improving customer satisfaction.
- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Ensuring that the Management Reviews establish and review the quality objective. These objectives will be reviewed, and reports produced. The results of the Internal Audit will be used as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- Ensuring the availability of resources.
- Investing in its people by helping them to improve performance by involving and empowering them.

The structure of the Quality Management System is defined in this Quality Procedures Manual. All personnel understand the requirements of this Quality Policy and abide with the contents of the

Quality Procedures Manual

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed to ensure its continuing suitability. Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed: Vivian. G
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