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QUALITY POLICY

Vacrite Ltd is committed to providing the highest quality service to its customers and always aims to exceed customers' expectations.

QUALITY PLEDGE

We are committed to being very aggressive in our attitude towards quality and customer service, primarily since we want to be ranked as the "best" in our business. Quality is not just another goal; it is our basic strategy for survival and future growth.

PRIORITY

Our customers demand and warrant a high quality product and service - it is our responsibility to give them what they want as if we don't, they'll find someone who can. If customer requirements are unclear, then it is our job to seek out a better understanding of their requirements/specifications. If we fail at any time, then we must determine what went wrong and assure that it doesn't happen again.

OBJECTIVES

Our quality objectives are to provide high quality products and/or service, on time, and at a cost that represents value for money. To ensure all products and installations are fit for purpose and comply with prevailing regulations and best practice. The attainment of such objectives will lead to, customer satisfaction, increased referrals and higher profits. To reach our objectives, we will have to maintain a constant focus on quality with full dedication, commitment, and teamwork.

VISION

Our journey is Total Quality Management--fully satisfying our customers' requirements through a process of continuous improvement. It's critical to understand that Total Quality Management is not a short term program. It's a long term commitment aimed at continuously improving the way we work, providing a safe work environment, managing our business processes, and supplier selection/retention. It is our goal to posture our company for market expansion, thereby providing improved job security and quality of life for all.

QUALITY FIRST

It must be clearly understood that we'll not allow quality to take second place behind cost or schedule. All employees have the right to question their supervisor's decisions or actions if they feel that quality is being compromised.

Everyone is responsible for the quality within the Company and for maintaining high standards.

A handwritten signature in black ink, appearing to read 'A. Pearson', is written over a light blue horizontal line.

Managing Director

Date 20th June 2011