

QUALITY POLICY STATEMENT

Statement of General Policy

Western Blueprint Limited will strive to ensure that its products and services fully meet the requirements of its clients. The goal of the company is to achieve a high level of client satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

The company believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The Company Quality Policy is based on the following principles:

- Having a real understanding of our clients and their business requirements.
- Ensuring that we fully identify and conform to the needs of our clients.
- To continually strive to improve our performance through analysis and continuous improvement of business processes.
- To win work not solely on price but through innovation and added value.
- To develop staff potential through the provision of appropriate training.
- To engender a positive commitment to quality and create an environment of teamwork and cooperation that enables staff to work effectively.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Everyone understanding how to do their job and doing it right first time.
- Learning by mistakes and by regular review, ensuring that those mistakes are not repeated.

To ensure that the policy is successfully implemented, and due to the varying client structures, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The Company will constantly review and improve on its services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our clients.

The Directors of the Company have specific responsibilities for providing the necessary organisation and resources to implement this policy in all aspects of the business – design, build, and support departments.

We shall ensure that all personnel understand and fully implement the Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.



Richard Russell
Director



Thomas Lowe
Director

Date: 12 August 2024