

P. Layden & Son Ltd.**1.7 QUALITY POLICY**

Quality Policy

P. Layden & Son Ltd. aims to be the first choice of our customer by delivering products and services of uncompromising quality, to achieve sustained, profitable growth by providing services which consistently satisfy their needs and expectations and working to continually improve our levels of service in all areas.

This level of quality is achieved through adoption of a systematic approach to business that reflects the competence of P. Layden & Son Ltd to existing customers, potential customers and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by their managers and supervisors.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System and Quality Performance.

The objectives of the Quality Assurance System are:

To maintain an effective Quality Assurance System moving towards complying with international standard ISO 9001 (Quality Systems).

To achieve and maintain a level of quality which enhances P. Layden & Son Ltd's reputation with customers.

To ensure compliance with relevant statutory and safety requirements.

To endeavour, at all times, to maximise customer satisfaction with the services provided by P. Layden & Son Ltd.

It is the policy of P. Layden & Son Ltd. to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. P. Layden & Son Ltd generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of P. Layden & Son Ltd's activities



Ms. Joanne Coogans
Director

13.1.2021

Date