

## **Quality Policy**

It is the policy of Dew Piling to maintain a quality system designed to meet the needs and expectations of customers, requirements of EN BS ISO 9001:2000 and to adopt and implement the Quality principle of 'Right First Time'.

We believe that a policy of quality assurance is necessary in order to guarantee our customers a consistently high level of service that fully meets their requirements.

To this end the Quality Manual and Procedures Manuals have been formulated and will be the main guide to achieving and maintaining a totally safe and high quality service. All personnel are responsible for the quality of their own work and all employees will make themselves familiar with the systems and procedures laid down in these manuals and implement them during the appropriate operations.

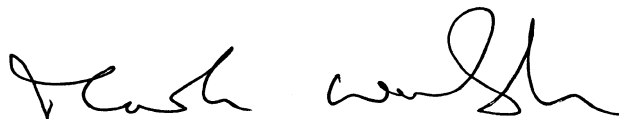
The control of quality is incumbent on every employee, at whatever level they are employed, to ensure that the customer receives not only a quality product, but also quality service before and after sales.

The management undertake to provide the resources and training necessary to ensure that all obligations under the standard can be met. The system dictates that where problems do arise, they must be dealt with in an efficient and professional manner.

The quality policy will be prominently displayed ensuring that all personnel are fully conversant with the quality aims of the company.

This policy will also be made available to the public and any other interested parties and will be placed on [www.dewpiling.com](http://www.dewpiling.com)

The management of Dew Piling will strive to continuously improve the Quality Management System and by doing so improve the service, offered by the company. To this end the management will clearly define quality objectives and ensure their continuing relevancy.



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Mark Walsh  
Managing Director