



## QUALITY ASSURANCE STATEMENT

R Earsman Ltd are committed to getting it right first time and to operate every aspect of the business in a manner that consistently offers the highest possible standards of quality and service.

Our aim is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

R Earsman Ltd recognises the importance that the quality of our service has to the future of our business.

Every member of staff is involved in managing how we can improve on an on-going basis.

From the smallest to the largest contract, quality is our passport to customer satisfaction and to our future business.

The Managing Director has overall responsibility for implementing this policy, which will be reviewed at least annually.

Signed: .....  
**John Armstrong**  
**Managing Director**

**Date:** July 2020