

Keyholding Response Limited

'Operational & Service Quality Policy':

We have **elected** to operate a formal Management system for **ALL** activities undertaken, that complies with the requirements of:

BS 7499, BS 7984 & BS 7858)

The **purpose of this** is to provide a framework that assists with business management, and to ensure that all related requirements are suitably addressed and monitored. This **system applies** to all aspects of operation from initial contact with Customers, and continues right through to successful provision of the involved 'service'. **All** staff, from senior management down, need to be actively involved and **committed** to this at all times for this approach to benefit the business on the basis that 'KHR' will only be as strong as the any individual link in the organization chain. As a result, system compliance should be fundamental in all work undertaken and practiced daily in all activities, wherever the "work environment" may be.

Our 'Quality Policy' = the foundation of all of this is really a series of issues, namely:

To provide service support to our Customers that:

- Are in accordance with contractually agreed terms,
- Meet Customer requirements,
- Meet industry / regulatory requirements,
- Provide total reassurance and confidence,
- Are reliable, friendly and professional,
- Provide the appropriate level of 'security' (confidence) necessary.

To ensure that our Customers needs and expectations are totally satisfied by the above.

To manage our business effectively and efficiently, as that ensures:

- Customers do receive the professional support services necessary,
- safe operation and
- that the business needs are also fulfilled

And finally

To target continuous improvement in both our own internal operations and hence Customer 'service'.

Policy endorsement:

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M.D.

The QMS will be used as the 'framework' to enable all of this; with the actual realization of the above policy points will be driven by working towards, monitoring against, responding where necessary and where appropriate improving defined Quality Objectives and Service Level specifics.

These policy points are subject to periodic review for suitability via the Management Review process outlined within the system