



Whites of Winchester Limited aims to provide defect-free products and services to its customers in reasonable time and within budget.

Whites of Winchester aim to:

- Providing quality goods and services in line with our contractual obligations and customer expectation.

- Continually look to improve the quality and efficiency of our work in order to enhance customer satisfaction.

- Whites of Winchester have a continuing commitment to:
 - Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
 - Communicate through the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
 - Ensure that the quality issues are reviewed and effective measures implemented to facilitate remedial measures and ongoing improvement.
 - Ensure the availability of reliable resources, equipment and materials and that these will be fit for purpose, as recommend by us.
 -

All personnel understand the requirements of this Quality Policy and abide with the contents.

The organisation constantly monitors its quality performance and implements improvements when appropriate.

The Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.