

# Quality Policy Statement

This policy statement establishes Horizon Group's Management commitment to quality and continuous improvement and that all business processes carried out by Horizon Group and all Horizon Group Personnel will work diligently to conform to all applicable legal requirements.

Through the operation of the management system, we are committed to achieving the Client's requirements by delivering services:

- o Safely
- o On time
- o To price
- o To specification
- o Profitably

The measurable quality objectives (KPI's) are set and monitored through annual management review meetings which will review continuous improvement in respect to:

- Improved customer services, measured by monitoring customer feedback.
- Improved company procedures and efficiency measured by internal audits.
- Improved company bid success, measured by monitoring proposals won and lost.
- Improved long term profitability, measured by monthly management accounts
- Improved Health and Safety and Environmental Management measured by internal audits
- Improved ability of staff by selection and training, measured by reduced staff turnover.

Horizon Group management acknowledges the need to ensure:

- Monitoring systems are put in place to measure objectives.
- All personnel are trained and competent in the operation of the Integrated Management System.
- Adequate levels of resources will need to be provided to meet the needs of each commission.



Managing Director, HORIZON GROUP

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