

Quality

QUALITY STATEMENT

It is the policy of the Freedom Group that all our activities are carried out in accordance with the Spice Holdings Business Management System, which complies with BS EN ISO9001: 2008 and has been accredited by an external body.

The Spice Holdings Business Management System Manual sets out the organisation and arrangements of the groups management systems.

The business management system contains all the procedures and associated documentation to implement and control our business and is available to all staff through the Company web site.

The aim of our quality management system 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 staffs 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.

The Freedom group recognises the importance the quality of our service is to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

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

This policy statement has been implemented into the Freedom Group management system and will be reviewed at regular intervals.

Signed: 

Wayne Hayes

01 October 2009

