

Outpace Ltd strives to be perceived by our customers, contractors and suppliers as a company whose services and support consistently exceed those of our competitors.

Our policy is to provide services of the highest quality which fully satisfy our customer's requirements. Total quality management will be a permanent feature within our business. It will be implemented, monitored, nurtured and maintained by having a quality improvement programme, which will be achieved through our staff working together for success.

The aim is to ensure that:

- All systems and procedures will be designed to ensure that customer requirements will be fully understood and satisfied.
- All of our contractors and suppliers will be scrutinised to ensure the highest level of performance is given measured through KPIs.
- Achievement of the required quality standard is a core responsibility of all Outpace employees. Each member of staff is given the opportunity to contribute to the continuous improvement programme. Training or development will be implemented if required to meet quality standards.
- In accordance to our procedures all activities will be planned and based upon minimising risk and eliminating errors.
- We will develop our employee's skills and increase their contribution through effective leadership, motivation and training.
- We will comply with our customer's quality requirements through the effective implementation of our procedures well as continually improving their effectiveness.
- All performance targets will be set with SMART objectives and measurements to ensure we establish and communicate meaningful results and drive continuous improvement.

It is a responsibility of all employees to understand and conform to the requirements of the Company's quality policy and to its systems and procedures.

- This policy is fully supported by the management and all members of staff.
- The policy will be monitored and reviewed annually.

## **Signed on behalf of Outpace Ltd**

**SIGNATURE:**

**NAME:**

**POSITION:**

**DATE:**