



Kingcombe Aquacare Ltd, The Cropmead Estate, Crewkerne, Somerset, TA18 7HQ

*(Specialist Water Management for Landscapes, Fisheries, Leisure and Conservation)*

## QUALITY POLICY

Kingcombe Aquacare Limited (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System and is working within the requirements of BS EN ISO 9001:2000, to include aspects within the scope of activities.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs, legal and contractual requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews to include the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

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

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities.

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

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