



## LUKE HUGHES & COMPANY

### QUALITY POLICY

#### STATEMENT OF POLICY

The aim for Luke Hughes and Co Ltd (LHCL) is to be known and respected for consistency of service, quality and reliability, and to supply durable goods which meet or exceed clients' requirements and expectations.

This aim is founded on total commitment to quality by every member of staff, starting with the Managing Director, and throughout the entire process of providing furniture to a client, from initial contact to delivery to after sales service. This means that every contract is constantly monitored until thoroughly finished.

The Quality Manual and Quality Assurance Procedures Manual are authoritative documents which describe the policies, procedures and operating practices to be followed by the company. All members of staff are required to familiarise themselves with this policy and the detailed procedures and practices applicable to their area of work. All staff will be actively encouraged to make positive recommendations for improvements at all levels.

As part of this aim we follow an EN ISO 9001:2008 accreditation system, and operate systems in accordance with our prescribed procedures laid down in our Quality Manual. By adhering to the Quality Manual, along with supporting procedures and work instructions, we will ensure that activities are carried out and controlled in a manner compatible with achieving contractual obligations effectively *as well as considering any associated risks in the operating environment*. It is of paramount importance to maintain a consistent approach to quality assurance. We also continuously review our Quality Management System, to ensure and improve its effectiveness.

The company's Quality Objectives are established and reviewed as part of the management meetings on the quality system which are held quarterly.

Signed:

LUKE HUGHES  
Managing Director

Date: September 2011