

Pam Brown Associates

Environmental Consultants

QUALITY POLICY & OBJECTIVES

Introduction

Pam Brown Associates Ltd is committed to implement the Quality Management System, comply with its requirements and continuously review and improve its objectives and procedures.

Our primary aim is to optimise the quality of our work by adopting and maintaining the principles set out in the ISO 9001 Quality Management System.

Quality Objectives

- To provide the highest quality of services to our clients, and support to all customers and organisations.
- To ensure the client's requirements are met.
- To effectively plan activities and allocate resources to meet customers' demands.
- To offer competitive prices and aim to win new projects/contracts
- To be committed to the management of the QMS and maintain consciousness of its principles amongst employees.

Quality Policy General Statement

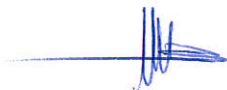
The company recognises the importance and benefits that the Quality Management System brings to its operation and provision of services. Therefore, the company is committed to the procedures described within the Quality Manual and the communication of these procedures to all staff members.

Staff involvement and commitment is recognised to be crucial to achieve the quality objectives. All personnel will have access to the documents associated with the Quality Management System and any changes or updates will be communicated by the Quality Manager. Staff are also encouraged to comment and make recommendations to the policy through existing communication links.

By realistic planning, review and development, the company aims to achieve successful Quality Management and appropriate resources will be made available for this purpose.

It is the responsibility of the Directors to ensure that the implications of this statement are fully implemented, regularly reviewed and communicated within the company. The review, implementation and communication will be co-ordinated by the Company Quality Manager.

Signed



Dr Melissa Morales

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