



## Quality Policy Statement

### Philm UK Limited's Mission

To push the boundaries of conventional thinking and become an enabler for change that benefits business, society and the environment.

### Philm UK Limited's Vision

We have a clear vision that is born out of our values and that is to be recognised as one of the leading specialist business improvement consultancies and have created a reputation for delivering value, innovation and excellence in an environmentally sustainable way.

### Philm UK Limited's Values

- Innovation: we aim to push the boundaries of conventional thinking and have innovation at the heart of the solutions we offer. To always ask – How could we do this differently and how could we do this better?
- Value: we aim to offer excellent value to our clients by making intelligent choices and eliminating inefficiencies.
- Passion: we are passionate about everything we do and aim to see our passion and ethics reflected in every aspect of our work and our dealings with others.
- Professional: we aim to be consummate professionals in every aspect of our work with clients and colleagues. This means delivering consistent high quality in every aspect of our work and continuous assessment and improvement to our service

The company is dedicated to the quality policy that will ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

Philm UK Limited believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality. The quality policy is based on 3 fundamental principles:

- Ensuring that we fully identify and conform to the needs of our customers.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2000.

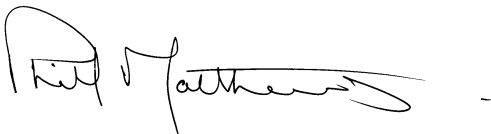
We are all committed to operating continuously to this standard and we will maintain the necessary Quality Approvals consistent with our customer requirements.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Philm UK Limited continually reviews and updates its quality system and goals in accordance with its ISO 9001:2000 accreditation requirements.

## Policy Owner

A handwritten signature in black ink, appearing to read 'Phill Matthews', followed by a horizontal line and a small dash.

Phill Matthews 02/02/2006