



## QUALITY POLICY

ASP Ltd will ensure that its activities meet the customer's expectations and comply with all relevant regulatory requirements.

Specific quality objectives will be set and reviewed through the quality system management review process. In order to achieve the agreed quality objectives and to ensure continual improvement, ASP Ltd's policy is to implement and maintain an effective quality management system that complies with International Standard BS EN ISO 9001:2000 - "Quality Management Systems – Requirements".

Continual improvement must be achieved by regularly evaluating our activities and identifying actions to ensure that quality objectives are achieved and that nonconformities are prevented.

Compliance with this policy, the supporting quality processes and other documents is mandatory for all staff except when a deviation is approved by a director.

We regularly review this policy to ensure that it is appropriate to the purpose of the organisation

We will establish quality objectives in our annual review of the Quality System and at executive meetings, which will be regularly monitored and reviewed to determine their effectiveness. Our policy and procedures are communicated and understood within the organisation. Our policy and procedures are regularly reviewed to ensure continuing suitability and effectiveness.

**Andrew Hennessey**

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**Managing Director**



## COMPANY VALUES

- **We are passionate about our work.** Passion drives our commitment to continuous improvement as well as excellence and integrity in delivery, which generates happy customers and business growth.
- **We are committed to the creation of lasting relationships.** With our customers, our staff and our suppliers. We respect all of the stakeholders in our business and will never disadvantage them to secure a short-term gain. We will keep the promises we make to our clients however much they stretch us.
- **We are obsessive about detail.** We always see things through to the end so they work first time and are lasting.
- **We understand that process creates value.** Consistency and good performance are not matters of luck - they are the result of process and organisation. Continual improvement of our processes enables us to make the best of the latest technology and systems, and promotes innovation.
- **We encourage ambition in our staff.** We want our people to reach their full potential. We will give them the opportunity and we will help them define a clear career path with the organisation, wherever they are starting from.
- **We take ownership of our customers' problems.** We are always more interested in resolution than in blame.

**We believe that our role is to help create better businesses.** We encourage creativity. We reward new ideas. We challenge traditional approaches. We simplify the complex. We learn quickly and we operate at the leading edge of our industry.