



## Quality Management Policy Statement

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The overall quality objective for Comyn Ching Solray is to ensure our products meet, and exceed, our customers' expectations, and our service is at the highest practical level.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We therefore:

- Work with our customers and partners to develop products and services that meet their needs
- Educate and train our people to enable them to work at the high quality level
- Ensure compliance with all legal and other standards

We do this by:

- Regular gathering and monitoring of customer feedback
- Logging and investigating all customer complaints
- Logging and investigating all lapses of quality, whether or not they affect our customers
- Maintain training matrices for our staff
- Reviewing monthly how the operation of our procedures improves our quality

The managing director has ultimate responsibility for Quality throughout Comyn Ching Solray, but also every employee is responsible within their own areas of work, which helps to embed Quality as a byword for the whole company.

Signed Alastair Ching Date 3rd January 2019  
Alastair Ching, Managing Director, Comyn Ching & Co (Solray) Ltd