

Quality Management System Quality Policy

QUALITY POLICY STATEMENT

Enterprise is dedicated to delivering consistent processes and services which ensure the satisfaction of our customers, compliance with relevant regulatory and statutory requirements and the continued success of the company. We aim to achieve this by the application of the following four key principles

- The customer at the centre of our actions
- Excellence in processes and services
- Building a culture based on continual improvement
- Permanent learning of skills and knowledge

In support of this policy the directors of Enterprise are committed to quality leadership and to ensuring that :

- All representatives of Enterprise are aware of their personal responsibility to deliver quality, fit for purpose services and products for their internal & external customers.
- Partnership working with employees, direct service providers, contractors, customers, suppliers and agencies is employed to strive for excellent operational performance in an increasingly competitive market place
- Progressive improvements in our quality performance are achieved by the systematic review of our arrangements against defined objective and targets
- All individuals are trained to fully understand, effectively implement and maintain the quality management system and are encouraged and supported to enhance their skills, knowledge and careers.

Owen McLaughlin



Chairman & Chief Executive Officer

Date : 1st January 2009