



1.3 QUALITY POLICY STATEMENT

DMD Installations Ltd are dedicated to providing the highest possible standards of quality for its services. The Company are devoted to developing and maintaining a quality management system that ensures its services meet customer specifications within agreed parameters of quality and completion periods.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous business improvement:

- gathering and monitoring of all customer feedback
- customer complaints procedure
- training and development for our employees

This Policy will be reviewed at least annually. However, it will be reviewed sooner upon:

- changes in applicable Legislation
- changes to Company procedures
- changes to Company organisation

Signed:

Mr Dean Peruzzi – Managing Director

Date:

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