

The Directors and Management of Carmel are committed to operate every aspect of the business to those standards that offer the highest possible quality of service to all clients. This is supported by a progressive management style that encourages the quality culture throughout the company.

The Management is committed to:-

- Develop and improve the quality management system.
- Continually improve the effectiveness of the quality management system.
- To retain certification to ISO 9001.
- The enhancement of customer satisfaction.

The Management has a continuing commitment to:-

- Ensure the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the organization the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the quality policy and its objectives.
- Through this policy provide a framework for establishing and reviewing measurable quality objectives to support the company's strategic direction.

This policy shall be reviewed periodically and at least annually by the Managing Director in order to ensure that it is current, suitable and relevant to the company's business activities.

Signed by: 
Name: Chris Clarke, Managing Director

Date: 20.12.2016
Review Date: 20.12.2017