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JOHN ROBERTS (FFESTINIOG) LTD
CONTRACTORS, HAULAGE & PLANT HIRE

Registered Office

BONT NEWYDD, FFEStINIOG, GWYNEDD, N. WALES LL41 4PT

COMPANY NUMBER 852588

VAT REG. NO. 834 8694 83



Quality Assurance

John Roberts (Ffestiniog) Ltd quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems).
- b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) To ensure compliance with relevant statutory and safety requirements.
- d) To endeavor, at all times, to maximize customer satisfaction with the services provided by John Roberts (Ffestiniog) Ltd

Signature

A handwritten signature in black ink, appearing to read 'John Roberts'.

Date 01 January 2022

Position

Managing Director