



# Quality Policy Statement

FKS (UK) Limited are committed to providing the highest standard of service within the UK telecommunications industry and intend to maintain their position as a leading contracting organisation by continuing to provide client satisfaction and to generate further business opportunities through operating in a safe, efficient, and profitable manner.

The Directors of FKS (UK) Limited are committed to operating a Quality Management System throughout the organisation which is designed to ensure that the services provided to our customers consistently meet or exceed their expectations.

Close working relationships are developed with our customers to ensure that their needs are fully understood and areas for improvement are identified and actioned.

Through Management Reviews of the Quality System and analysis of performance information the organisation sets and monitors Quality Objectives for our employees which are measured and used to develop continual improvement of the services provided to our customers.

It is the Policy of the Company to provide services of a consistently high quality to our customers and to establish objectives and processes necessary to deliver results in accordance with customer and legal requirements.

The principal aims of company are:

- To have a real understanding of clients and their business requirements.
- To enhance customer satisfaction by consistently providing a quality of service that meets or exceeds customer expectations
- To strengthen relationships and encourage repeat business with existing clients.
- To win work not solely on price but through innovation and added value.



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- To continually strive to improve our performance through analysis and continuous improvement of business processes.
- To develop staff potential through the provision of appropriate training.
- To engender a positive commitment to quality and create an environment of teamwork and cooperation that enables staff to work effectively.
- To support staff in their day-to-day work by developing an accredited management system that links all business activities within the organization.

The Directors of the company have specific responsibility and are fully committed to providing the necessary organisation and resources to implement this policy in all aspects of the business.

However, everyone working for FKS (UK) Limited has a responsibility for ensuring the quality of their work and that of persons under their supervision. These responsibilities are defined within the company procedures.