



QUALITY POLICY

The Pennant commitment to quality is outlined as follows:

OBJECTIVES

To offer a professional, efficient, reliable and cost effective service, working in partnership with others, which achieves client satisfaction and enhanced market status.

To provide the service required in a safe manner meeting all specified customer requirements.

POLICY

In order to achieve these objectives, Pennant will:

- develop and implement Quality Management Systems which are appropriate to its operation and take account of the internal and external client services it provides. The Quality Management Systems shall be developed in accordance with the requirements of ISO 9001. Accredited Certification shall be maintained.
- identify and provide relevant training.
- give all staff the opportunity to contribute to the improvement of quality and Quality Management Systems.
- require all staff to perform their duties in compliance with Quality Management Systems in place, company policy and contractual requirements.
- give the appropriate staff the responsibility and authority for ensuring that the policy is understood, implemented and maintained at all levels.