

## Quality Policy

Alpha Marketing UK are a company with vast experience in the office furniture industry. The Company fully recognises its responsibility in terms of the delivery of a high-quality service to its Clients. We are committed to continual improvement in the quality of our service and continual improvement of the effectiveness of our quality management system.

Our quality objectives are to:

- Invest in Staff Training and Organisational Knowledge.
- Sustain high standards of work.
- Monitor customer feedback.

In order to achieve these objectives, Alpha Marketing UK has implemented a quality management system to meet ISO 9001:2015.

Our quality policy is based on the following:

- Commitment to meeting or exceeding customer expectations;
- Continual improvement in the quality of service we provide.

It is the policy of Alpha Marketing UK to provide the highest possible quality of services to all our clients. The achievement of high quality and consistency calls for a systematic and disciplined approach by all personnel in all activities associated with the delivery of the customer's specific requirements.

All staff must ensure that:

- Their work meets the customers' requirements;
- They are familiar with and have read and understood the company's standard operating procedures/processes;
- They have all the materials, equipment and resources necessary to complete the job in a satisfactory manner.

It is part of the companies training programme that this policy is understood, implemented and maintained at all levels in the organisation. This policy statement will be reviewed on a regular basis, at least annually to confirm its continuing suitability in assisting with the achievement of the company's objectives.

Signed: 

Date: 16/8/18

Paul Black  
CEO, Alpha Marketing