

This is the Quality Policy of: **HWSi Engineering Ltd**

HWSi Engineering Ltd believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients requirements and to produce finished work that we can justifiably be proud of.

HWSi Engineering Ltd aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also to continual development of the system and helping to ensure it remains effective. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- Achieve our commitments for quality, cost, and schedule.
- Enhance and use best preventive practices at all levels and ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs.
- All personnel within the company are responsible for the quality of their work.
- The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognize that we don't always achieve our own standards.
- When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.
- The policy, organization and procedures necessary to achieve the required standards.
- The Director is responsible for monitoring the quality system and reports regularly to the Management committee on the system's implementation, status and effectiveness.
- Objectives for individual jobs are to carry out he works to the satisfaction of the client and in accordance with the contract as agreed with the client.

HWSi Engineering Ltd strives to be the best provider of inspection services in the industry. Through the use of these guiding principles, everyone in HWSi Engineering is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services.

Our goal is 100% customer satisfaction 100% of the time