

Quality Policy Statement

HERITAGE STAR TECHNICAL SERVICES LLC recognises that the maintenance of quality standards in all activities is the key to our success and reputation. The company is therefore committed to a policy to provide a service which fulfils the requirements and expectations of our customers in all ways and also where necessary meets with regulatory requirements.

In order to achieve this commitment, a documented quality management system which meets the requirements of BS EN ISO 9001: 2015 has been established in which the Management is responsible for determining measurable objectives for customer satisfaction and the aspirations of the company.

The company aims to ensure:

- *Quality checking at every stage.*
- *To become Zero complaint organization on our services on 2016 and onwards.*
- *Immediate action upon customer complaints within 24 hours.*
- *Determination of external and internal issues that are relevant to it purpose and strategic direction*
- *Adoption of update know how for the enhancement of performance.*
- *To create and maintain a culture of quality within the group.*
- *To ensure that all our employees are trained in quality assurance and that this training is ongoing at all levels.*
- *That trained and competent personnel are available focusing at all times on customers' needs and expectations*
- *To meet all legal requirements.*
- *To provide the resources necessary to achieve the required level of quality.*
- *To provide documentary evidence of all quality control measures.*
- *To continually review, improve and implement quality control and best practice procedures.*
- *To seek feedback from our clients as to the level of quality delivered.*



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