



## OUR APPROACH TO QUALITY ASSURANCE

Thornton Contracts Ltd follows the ISO 9001:2000 quality standards as laid out in our Quality Management System (QMS). (Copy of our certification enclosed). The true value of quality management lies in the adoption and continuation of better business practices. Thornton Contracts Ltd has made such a commitment to its Quality Management System, and as such has assigned one of its Directors overall responsibility with additional expert assistance being given by our external consultants D Beech Associates.

Thornton Contracts Ltd makes sure that our quality policy conforms to the standard by ensuring that:

- The quality policy is appropriate to our company's vision, mission, and objectives;
- It is communicated throughout the company;
- It is reviewed on a regular basis for suitability,
- The focus of this policy to improve its effectiveness; and
- It complies with clients requirements.

Thornton Contracts and its staff are committed to:

- Total customer satisfaction through quality in service development, design, and support; and
- Our management team is committed to build on its reputation by providing total quality in customer satisfaction. Our mission is to supply our customers with delivery of services which consistently meet their requirements and criteria.

In order to sustain our quality policy and objectives, Thornton shall provide services efficiently, economically and on time with standards that consistently meet or exceed our customers' requirements. This is accomplished through a continuing program to improve upon operational procedures and systems while striving to provide our customers' services with "zero defects".

A cornerstone of Thornton's Quality Policy is that excellence in service quality and customer service is the result of collective effort and commitment from all its team members. This commitment to quality shall be realised from service design, to service delivery through to service support.

Audit of Thornton Contracts Quality Policy and Procedures is the responsibility of the Managing Director and is undertaken jointly by a senior member of our Management Team with our external consultants, D Beech Associates. Overall practices are reviewed on an annual basis, and projects are randomly selected for assessment against our Quality Management System.

Signed:

  
David Saxby  
**Managing Director**

Dated:

7<sup>th</sup> MARCH 2011.