



QUALITY POLICY

Policy Statement

Healthy Buildings International recognises the importance of customer satisfaction in an increasingly demanding world. An assured, consistent level of quality assists us to satisfy our clients' requirements. The HBI quality management system assists us in our goal to offer the highest standards of quality and reliability.

Procedures and policies covering all aspects of areas affecting quality will be developed, implemented and routinely reviewed. Provision will be made for any issues adversely affecting quality to be dealt with quickly and in a manner that will prevent recurrence.

Procedures will be continually reviewed and techniques improved whenever and wherever necessary. A philosophy of continual improvement is adopted by Healthy Buildings International to ensure development of the quality system.

Reaching these goals requires strong and responsive management and a united commitment from all staff.

Healthy Buildings International personell will be trained to understand and implement the objectives of the quality policy through induction and structured training programs.

Staff will be encouraged to raise suggestions or where required, system non conformances, to aid us in meeting our policy of continual improvement and delivery of a product to the highest standards possible.

Jo Robertson, Managing Director

A handwritten signature in black ink, appearing to read 'Jo Robertson', with a long, sweeping horizontal stroke extending to the right.

30/01/2009