



HA Marks is fully committed to a policy of quality management in the company and a philosophy of continuous improvement in all its operations. We recognise that adopting this approach gives us great commercial strength and that our commitment to a quality approach is not an optional extra.

HA Marks is dedicated to operating a Quality Management System in accordance with the principles of BS EN ISO 9001:2008; in order to demonstrate its commitment to quality to both customers and employees.

HA Marks aims to attain the highest quality standards, in providing various services to clients within telecommunications and electrical services. The HA Marks quality culture is based upon 'right first time' and is underpinned by a strategy of rewards & sanctions to help achieve this.

More specifically, HA Marks – through its continuous improvement philosophy – aspires to achieve the above aim by adopting the following objectives, relating to external and internal customers respectively:

- Provide our customers with goods and services that meet their current and future needs, as well as specified requirements, at economic cost, delivered defect-free and on time. The success of these being measured by customer satisfaction feedback and ultimately, customer retention.
- Through focused team meetings, agree on common goals that will be achieved by inspired leadership, effective team-working, integrated communication and a total commitment by all, to create a united and harmonious work culture. The benchmark for this being employee retention and development.

The Director retains overall responsibility for the development and operation of the Quality System.

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Director 

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