

QUALITY POLICY STATEMENT

Twin Frames Ltd aims to afford a service that meets its client's needs and expectations, the management has a continuing commitment to:

- Continually develop & improve the effectiveness of the Quality Management System.
- The enhancement of customer satisfaction.
- Determine 'Interested Parties' that are affected by Twin Frames Ltd operations and understand and meet their needs & expectations.
- Determine the needs & expectations of Interested Parties that will become part of Twin Frames Ltd 'Compliance Obligations' and fulfil the aim of achieving customer satisfaction.
- Communicate throughout Twin Frames Ltd the importance of meeting customer needs & expectations and all relevant statutory, regulatory & compliance obligation requirements.
- Ensure that the Management Review Meetings review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the continuing effectiveness of the Quality Management System.
- Ensure the availability of resources so that inputs meet the intended outputs.
- Comply with all relevant statutory, regulatory & compliance obligation requirements.
- Constantly monitor its quality performance and implement improvements where appropriate.

The Quality Policy is regularly reviewed in order to ensure its continuing suitability.

This policy statement applies to all employees and other personnel engaged in Twin Frames Ltd operations:



Michael Browne
Managing Director
Twin Frames Ltd.
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