

## Quality Policy

Alpine Works is committed to ensuring that we operate at the optimum level for our stakeholders. To support this commitment to quality, we operate a business improvement system based around ISO 9001, which helps us manage a programme of continual improvement throughout everything we do. We continually seek ways to improve our business process and through this the quality of our services.

Continual improvement happens best when everyone involved with the business is committed to it. Therefore, although management are ultimately responsible for improving the quality of our services; everyone associated with Alpine Works is encouraged to play an active role. This includes identifying areas where we may fall short of objectives and for suggesting improvements to help us succeed.

To support improvement, we use three basic methods of measuring performance and improving it:

- We have objectives for quality and operational performance and measure ourselves against them. We use these to ensure: our stakeholders remain satisfied, our services remain optimal and we continue to succeed.
- We monitor and assess market trends to ensure we remain at the forefront of market developments.
- We listen to what our stakeholders tell us and take account of this in improving our services.

Our key objective is to perform at a level, where we are commercially successful and all our stakeholders perceive us as delivering an excellent level of service and would come to us again. Through application of our philosophy of improvement, we aim for Alpine Works to become recognised as a dependable and effective source Electrical & Mechanical Services and the provider of choice.

John Coleman  
Managing Director  
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