

RESOLVE[®]

Quality Policy

Introduction

This document is a statement of First Choice Equipment, trading as Resolve's Quality Policy. The details are below. You must be aware of and apply this policy and procedure; failure to do so may result in disciplinary action being taken against you. You should consult your manager if there is anything that is not clear or you are unsure about any aspect of this policy.

Policy Statement

- We strive to be perceived by our customers as a company whose products, service and support consistently exceed those of our competitors.
- We will continuously improve our products, services and processes using clearly defined methodologies and making data based decisions.
- We are working to build a company that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values them and invests in them.
- In the event that one of our customers has a problem with our products or our actions, we will react immediately and decisively to overcome it.
- Wherever possible we will do what we have agreed to do, keeping our customers informed of progress.
- We strive to be the preferred supplier for our products and services in our chosen field.

This policy is ongoing and will only be subject to change if completely necessary.

Signed & dated on behalf of Resolve.



Matt Hamill, Director
3rd August 2020