

## Quality Policy

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### Quality Policy

It is the policy of Happsa Group to operate our business in a manner that consistently meets or exceeds the quality standards set by ourselves and our customers. We are committed to the continuous improvement of our operations and the products and services that we provide.

To achieve our goals, we recognise that the quality of our products and services are determined by our customer's needs and changing expectations. Our objectives are to:

- Identify the changing needs and expectations of our customers
- achieve efficiency in our operations, attention to detail and responsiveness to our customer priorities
- provide quality products and services on time and at the lowest cost
- provide an environment where continuous improvement is encouraged.

We will regularly seek feedback from our customers via various means to ensure that we measure, monitor, control and review our levels of service to meet and/or exceed agreed outcomes.

We will continually select and train our personnel to ensure that the Happsa Group commitment to our service delivery is translated into practice.

We will use the International Standard ISO 9001-2008 as a basis of our Quality Management System.

We are committed to ensuring the continuing effective operation and improvement of our Quality System and the establishment of measurable objectives through the framework of our management review process.

We will work in partnership with our customers, staff and management to ensure that this policy is achieved.



**Paul Apostolidis**  
**Managing Director**

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