



Revision Date	01/10/06
Issue Status	B

Section: 5.3 Quality Policy and Mission Statement

It is the policy of HSL, to operate a Quality Assurance System that meets the requirements of ISO9001:- 2000, and thus ensure that all services performed achieve client expectations and needs, while achieving our business goals.

Our clients expect their plant and equipment be maintained to the very highest standards.

By meeting the client's expectations and needs, we will achieve our goals of continued expansion based on client recommendation.

This will be achieved through the quality management system, which ensures control over all works associated with the company's activities and lead to continuous improvement.

To further our quality aims we will ensure that staff adhere to the requirements of the system, and provide them with the necessary training and guidance.

We shall continue to communicate regularly with all clients, enabling us to continuously monitor our clients levels of satisfaction.

Customer Focus

It will be the responsibility of the management team to maintain close contact with our present and potential clients in that, our company is meeting current and future needs. Also to review market trends, assessment of our competitors and to further explore our company development.

Signed

J. Solomi
Managing Director