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QUALITY POLICY
GENERAL POLICY AND RESPONSIBILITIES

Byzak Limited recognise any client's right to expect the service they provide to be delivered by the specified time to the specified condition at the agreed price. It has always been the policy of the company to provide such service by reacting quickly and efficiently to clients' demands to meet the requirements of each and every contract made between them. In doing so, the company seek to enhance client satisfaction.

As a demonstration of their commitment to the quality of their service, the company have formalised their management system with the objective of achieving and maintaining accredited third party certification of it against BS EN ISO 9001:2000 thereby seeking to maintain and, where possible, increase their market share. Once achieved, as part of subsequent management review, the policy will be revised to include further measurable objectives for the system with a view to fulfilling the company commitment to continual improvement of the effectiveness of it. The objectives formulated will be documented and communicated within the company as appropriate.

All company personnel are made aware of this policy and are at all times required to uphold it by working strictly to the company's Quality Management System procedures. In signing this statement, the Managing Director confirms his total support of all employees in so doing.

Signed:

A handwritten signature in blue ink, appearing to be "J. R. ...", written over a dotted line.

Managing Director

Date:

A handwritten date in blue ink, "24 December 2003", written over a dotted line.