

## QRS Market Research Ltd

### QUALITY POLICY STATEMENT

QRS Market Research Ltd is committed to total customer satisfaction, and compliance with regulatory bodies at all times, at maximum effectiveness and minimal cost.

- Every employee is charged with the responsibility to meet customer requirements and continually improve the quality in keeping with our objectives.
- Employee development through involvement, training and effective communications is essential in maintaining customer Satisfaction.
- By continuing to improve the ways we treat our customers, employees, and suppliers, we will contribute to the mutual business and personal success of all.
- Management will hold regular MRM's to ensure quality objectives are met and subject to continual improvements.

#### QRS aims to:

- Understand our markets and customer needs and expectations and continuously improve our service to facilitate growth
- Develop our technology and infrastructure continuously in order that we may offer the latest available technology to meet our customers' expectations and the ever changing demands of the market place
- Provide a high level of service to our customers with as minimum cause for complaint as possible
- Ensure that when complaints are received, they will be dealt with in a timely manner with a view to eliminate the root cause and prevent recurrence
- Maintain a healthy constructive work environment that enables personnel to grow, work hard and have fun at the same time.
- Continually comply with the requirements of ISO 9001:2008 & ISO 20258: 2006 and improve the effectiveness of our Quality Management System

**If you require any information regarding our quality systems or services please contact Sam Adby, Sarah Hobley, Lee Tomlin or Kathy Tomlin.**

Policy Review 5 Jan 12 / KT

Signed for QRS	
<b>S Adby (Managing Director)</b>	
Date : 4 January 2012	Review Date : January 13