

QUALITY POLICY

Policy Statement

“Torquay Holdings Ltd trading as MVIS Ltd and Bartco UK Ltd recognise that we must provide customers with a high-quality service and products, incorporating the installation and maintenance of portable Intelligent Transport Systems (ITS) and the development and manufacturing of fixed signage to the requirements of the National Highways Sector Schemes Section 8 for Quality Management in Highway Works and services at a fair price. Top Management shall provide support to the National Highways Sector Schemes Section 8 to ensure the requirements are met.

To this end, we have committed ourselves to establish, effectively operate and maintain, a Quality Management System based on the requirements of BS EN ISO 9001:2015. Providing a framework for setting quality objectives and including a commitment to continual improvement of the quality management system.

Our Customers are of fundamental importance to the success of the business and its employees. It is our policy to ensure that our people, products and service consistently meet, or where possible exceed, our customers’ expectations and requirements”. We shall provide adequate financial and physical resources to ensure we comply with this statement.

Aims

1. The Company recognises the need to continuously develop and improve our products, processes and personnel and this is key to achieving our quality and business objectives.
2. To reduce unproductive time and rectification. To erase cases of customer dissatisfaction and minimise discrepancies. It is our aim to handle satisfactorily any complaint situation with a strengthened relationship with the customer
3. To provide confidence to our customers in the quality of our people, products and service.
4. These operations shall be monitored by Internal Audits, Management Reviews and External Support
5. Review of targets and objectives will be reviewed at yearly meetings.

Adherence to this policy involves everyone, regardless of the duties he or she performs. The Managing Director has ultimate responsibility for formulating and implementing the Quality Policy.

“We believe this focused approach will continue to assist us to successfully distinguish our business from that of our competitors and achieve our company mission of being a recognised market leader in the provision of Intelligent Transport Systems.



Signed..... (Pat Musgrave – Managing Director)

Date: 05/08/2019