



Quality Management System Policy

Diligent Developments Ltd Limited is trading as Diligent Developments Ltd
Company Number – 5323384
Registered Office – Office 6, 78-88 Bensham Grove, Thornton Heath, CR7 8DB



Our Quality Management Systems Policy

Diligent Developments Ltd is developing an ongoing Quality Management System (QMS) which satisfies the requirements of BS EN ISO 9001:2000, based on stringent monitoring systems and continuous improvement for the avoidance (rather than the detection) of problems.

In doing so Diligent Developments Ltd aims to supply quality services aiming to exceed client expectations and fulfil all legal and regulatory requirements.

We also work diligently to:

- Establish strong relationships with both clients and suppliers which contribute to improving the quality of service provision of supplied products/services.
- Design and continually improve the code of conduct based on employee involvement, providing all employees with the training, resources and support required, to fulfill policy requirements, using statistical techniques where appropriate to monitor our processes and identify problems.
- Set meaningful objectives through the framework of the management review which will then be converted into individual measurable objectives for all relevant employees and functions, and ensure they are tracked and reviewed through the code of conduct planning programme.
- Properly communicate the policy and objectives to all employees giving them the individual responsibility and accountability for upholding the company code of conduct.
- Establish an environment that supports the production and delivery of high quality services and actively encourage each employee to realise his or her full potential.
- Foster the concept of the 'team approach' within the organization for increasing the company's competitiveness and improving quality and productivity.

Diligent Developments Ltd 's quality policy and current overall objectives are displayed as symbols of commitment and reminders of objectives. Each new employee is presented with a copy of the quality policy as part of the induction programme. All employees are issued with a copy of the quality policy whenever there is a change or amendment to it.

This policy is reviewed for continuing adequacy and suitability at management review.



((Director)

Date: 10 Dec 2011