



**WILTON THOMAS CONTRACTING SERVICES LIMITED**

# OUR QUALITY POLICY

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The Management and Personnel of Wilton Thomas Contracting Services Limited Ltd (WTCSL) are committed to provide a high quality service in the area of Quality management by continuously improving client service, human resource management and company operations. Total customer satisfaction, the company's primary objective, is achieved by recognizing, understanding and evaluating customer needs and trying to exceed them. Executive management are committed to the efficient operation and continual improvement of performance and the quality management system.

WTCSL aims to provide defect free goods and services to its customers on Time and within Budget.

Our management is committed to:

- Develop and improve the Quality Management System;
- Continually improve the effectiveness of the Quality Management System;
- The enhancement of customer satisfaction;

The management has a continuing commitment to:

- Work with customers to ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
- Communicate throughout the Organization the importance of meeting customer needs and legal requirements;
- Establish the Quality Policy and its objectives.
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness & suitability of the Quality Management System and objectives set.
- Ensure the availability of fully trained and competent resources and provide training to continually improve the effectiveness of the Quality Management System.
- Continuous monitoring quality performance and implementing improvements when appropriate.

The Company's goals and commitment in meeting the requirements of ISO 9001:2015 will secure a prosperous future and set a unique standard for others to follow.