



Tier 1 Asset Management LTD

Quality Policy

QMS M5.3 V01

It is the Quality Policy of Tier 1 Asset Management LTD to provide all our customers with the highest quality products and services in order to achieve maximum customer satisfaction. All members of our organisation are committed to continuously improving procedures, quality standards and management systems in order to deliver improved quality throughout, in order to meet and exceed the expectations of our customers.

Tier 1 will ensure that in providing and maintaining our high level of services to our customers, whilst always complying with the requirements of ISO9001:2000, we will ensure that:-

- Our quality policy is upheld and supported by Management at all levels
- Each customer's needs are clearly defined and understood
- Staff are appropriately trained to enable them to undertake their tasks and given appropriate authority within the scope of their responsibilities
- Our Quality Management Team will set measurable Quality Objectives that are consistent with the business plan and the Quality Management System. These will be communicated throughout the organisation and reflected in group and individual objectives
- All appropriate documentation is maintained, controlled and archived
- Periodic audits and reviews of Process & Quality are undertaken to ensure that standards are maintained and opportunities for improvements sought and achieved

Ultimate responsibility within the Company rests with the Board of Directors. The Quality Manager and the Management Representatives are responsible for all matters pertaining to the Quality System. By doing so, we shall be able to demonstrate that we have developed, implemented and maintained a management system that satisfies our needs; our customer's needs, and meets the requirements of BS EN ISO 9001: 2000.

Jonathan Rose

Managing Director