

# AE Faulks Ltd

The Wharf, Main Street, Hickling, Melton Mowbray, Leicestershire LE14 3AH  
t: 01664 822797 [www.aefaulks.co.uk](http://www.aefaulks.co.uk)

## QUALITY POLICY STATEMENT

AE Faulks 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 the satisfaction of our customers.

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.

We aim 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 attended to 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 produce optimal output.
- Ensure that everyone understands how to do their job and do it right first time.
- Continually improve the effectiveness of our Quality Management System.

We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

Signed



P AFrost  
Director