

Quality Policy

The management of echo have a policy of continual improvement. In line with this policy we recognise the benefits of operating our business in compliance with the requirements of ISO 9001:2000

It is the Chief Executive Officers wish to ensure that the company complies with and fully embraces the spirit of the requirements of ISO 9001:2000 which shall be subject to internal and external audit at regular intervals. The company commits to continually improve the effectiveness of its quality management system. This will provide a framework for establishing and reviewing quality objectives and enable us to maintain a structured and consistent approach to business, maximise internal efficiency and maintain through its adoption, the very highest standards of customer care possible.

The Company complies with and seeks to exceed the requirements of the health and safety at work act: 1974

It is the Chief Executive Officers belief that in adopting the procedures implicit within this standard it will enable us to increase the company's operating efficiency, minimise wastage and hence improve profitability, whilst maintaining and continuously improving the levels of customer satisfaction.

Our aim is to always achieve total customer satisfaction with the services we offer so customers continue to choose us as their preferred supplier and also confidently recommend our Company to other potential customers

This policy statement is to be reviewed for continuing suitability and shall be communicated to, understood and followed by all personnel at all levels employed by the Company.

Steve Bolton
Chief Executive
September 2008

