

QUALITY POLICY STATEMENT

I.S.T.L Engineering Services Limited aims to provide defect free goods and services to its clients on time and within budget. We recognise the importance of adopting a strategy which bases the development of its business on the pursuit of quality throughout the organisation.

The Director, Management and Staff consider the quality aspects of the organisation to be a primary factor in the continued success of the company. By implementing continuous analysis and improvement of the quality management system, coupled with our ability to adapt to customer requirements we aim to achieve a high level of customer satisfaction and thereby the security and prosperity of the company.

The Organisation is solidly committed to maintaining, improving and operating its established and effective quality system, which has gained ISO 9001:2000 certification.

All of our staff, throughout the organisation are trained to fully understand, effectively implement and maintain the complete ISO 9001 strategy.

We will measure the effectiveness of our business objectives through controlled audit procedures and at Management review meetings. We will use reports on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.

The quality of our products and the overall effectiveness of our systems is a fundamental part of our company's infrastructure and all of our employees support this ethos. All of our staff will be aware that it is considered to be a major factor in their daily work.

[Original Signed]

Chris Norman
Managing Director

February 2009

