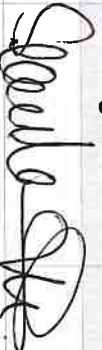


Quality Policy Statement

Policy Document

Document Management

Version	Author		Approved By:	
	By	Date	Signature	Date
1	A. Price	29.05.19		30.05.19

Issue: 1

Date of current issue: 29.05.19

Date of next review: 01.05.20

Review Date	Changes to Document

Concept Group Quality Policy Statement

Concept Group offers visual communication expertise, providing distinctive signage and large format LED solutions using traditional, bespoke and digital signage. Concept Group is fully committed to our Quality Management System, which has been developed and implemented in accordance with ISO9001:2015.

Concept Group aims to provide the highest standards of quality and professionalism in all areas of our business activity, which is reflected throughout our quality management system. The quality management system is applied to all our activities from individual tasks to full scope projects, ensuring that all quality objectives are met. Quality is an integral part of Concept Group's principles. These principles guide our actions to deliver products and services which are defect free, compliant, on time and within budget.

Risk management is a crucial activity at Concept Group and as such we recognise, manage and control the risks associated with our projects. Risk assessments and prevention measures are put in place before each project, with continuous assessments carried out as each project progresses. We never compromise on safety and closely manage and control our operational delivery to ensure the best result for our customers.

This policy applies to all staff and any contractors working on behalf of Concept Group and is made available upon reasonable request to all interested parties.

Concept Group is committed to:

- Continually developing and maintaining a Quality Management System satisfying the requirements of BS EN ISO 9001:2015 and in pursuit of our core values and business objectives.
- Continually delivering a high-quality product, with a focus on efficiency and effectiveness.
- Identifying relevant quality objectives and allocating resource to monitor and measure progress against them.
- Enhancing client satisfaction by establishing appropriate levels of communication to fully determine client's needs and expectations and monitor satisfaction levels.
- Establishing and maintaining an infrastructure capable of supporting all company activities and realising all company objectives.
- Senior Management Team reviewing the Quality Management System on an annual basis.
- Quarterly quality meetings to review the system and implement changes as required with relevant parties.

This policy provides a framework for the Quality Objectives which have been defined in the Quality System Manual by the Senior Leadership Team.

This policy is communicated to all persons working on behalf of Concept Group, as part of induction training. It is available to all employees from the Quality Management System.