



Quality Policy Statement

Elliott Baxter & Company Limited is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality products and services. The overall quality objective is to ensure that we deliver a consistently high level of service throughout our business.

A quality management system, in accordance with ISO 9001:2015 will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction. It will effectively provide the company and its customers with the confidence that the provision of service and products will be delivered consistently to predetermined high standards.

Our management structure ensures that this policy is communicated to and understood by all our employees. Our quality documentation, policies and objectives are reviewed on a regular basis during management meetings to ensure the system is effective, efficient and continually improved to meet the company and our customer requirements.

The Managing Director is responsible for the implementation, operation and control of the Quality Management System; however we all share the responsibility for the delivery of high quality products and services for continual improvement. Long term goals require on-going commitment to achieving business excellence.

A handwritten signature in black ink that reads 'Matt Elliott'.

Matt Elliott

Managing Director

January 2021