

Quality Policy Statement

Progression believes that:

- Every person within Progression shares the responsibility for quality and our continual improvement.
- Management, through their own practices and standards will endeavor to lead by example. They will give complete commitment and allocate the necessary resources to ensuring quality policies and programmes are initiated.
- All staff have the scope to contribute to the continuous quality improvement. Initiatives generated will go towards the implementation and review of these improvements.
- We will regularly compare our performance with those of competitors and leaders in our field. The information obtained will be shared amongst the staff and go towards improving our service.
- Our objective being to use these procedures to obtain and maintain future ISO accreditation.

Quality processes and controls have been implemented in a systematic and planned way to give Progression a consistent and thorough approach. Roles and systems will be clearly defined and regularly reviewed.

We are committed to our quality processes and their outcomes. We are focused on "getting it right first time". Our aim being to delight the customer and develop the best operational relationships with our suppliers.

The quality of support, interaction and achievement at every point in our supply chain is highly significant to success. Wherever possible we will work in partnership with our suppliers to enhance our quality policy.

Information, communication, education and training are key to Progression's quality policy and continual implementation. To ensure everyone is empowered to contribute, practices and programmes will be regularly discussed via monthly meetings.

Assistance will be given to support the learning, education and training needs of staff at all levels to ensure our quality policy is upheld and developed.

Implementation of our quality policy will be a high priority for all management meetings and company briefings.

Allen Betchley
Managing Director - Progression Design

Next review April 2012