

QUALITY POLICY

Metropolitan K9 Services Ltd is a Company of people that understand the importance of providing its customers with services that meet or exceed the agreed requirements.

The Company recognises that this goal will only be achieved by our commitment to effective and efficient Quality Management and Good Business Practice at all levels and within every function within our organisation.

To support these aims, the Company:

- Metropolitan K9 Services Ltd has implemented a Quality Management System which complies with the requirements of ISO 9001:2015,
- Is committed to establishing and reviewing quality objectives,
- Is committed to the process of continual improvement in all parts of its operations.

Profits are necessary to sustain the company, allow re-investment, and provide a measure of our performance in satisfying our customer's needs.

The Company recognises that its personnel are its ultimate strength and it is therefore committed to their continual development and training.

The Company is committed to never compromising on quality or integrity as to do so would mean to fail in our aims laid out above.

The contents of the Quality Manual are mandatory and it is the responsibility of all personnel to ensure that procedures and process charts are followed

This quality policy will be reviewed at each management review and revised as necessary.

As Director I accept primary responsibility for the quality of our systems and service, and endorse the Quality Management System, which complies with the ISO 9001:2008 Quality Standard, to implement this. I will delegate my responsibilities to the Operations Manager, who due to the development of the Company is also the Quality Assurance Manager, to ensure that this system is understood, accepted and implemented throughout the organisation.

Signed



Syed Junaid

Managing Director