



Quality Policy

Our Purpose

At Dron & Dickson, our overall purpose is **Everyone Home Safe**. This is an encapsulation of the right for everyone to return home from work safely and promote their wellbeing; this applies to Dron & Dickson staff and all who come into contact with our work activities. Our systems, processes and values, coupled with our supply and services ensures people, plant and the environment are kept safe.

Our Aim

Dron & Dickson shall maintain an effective Integrated management system that delivers a range of specialized services and robust, reliable products at a competitive price.

This policy is based on understanding customer needs and striving to provide high quality product and services, which meet customer expectations and satisfy applicable requirements

This policy applies to all of Dron & Dickson's business activities, including our offices, warehouse locations and all on site and offshore working.

We will meet this commitment by:

To help achieve this, Dron & Dickson's management is committed to implementing and continually improving the management system based on ISO 9001:2015 to maintain the high levels of quality and service offered to its customers whilst also improving efficiency and effectiveness of its internal business processes.

The management system covers all of the activities of the company and provides for the planning of business processes, for their resourcing and implementation, and for the analysis of data gathered through monitoring and measurement of the effectiveness of the business processes in delivering the required products and services to the customer.

We supplement the policy by setting objectives for the continuous improvement of business performance and enhancing customer satisfaction. Objectives are set by top management and reviewed at planned intervals. The fulfilment of policy and objectives requires the involvement and commitment of staff. To this end Dron & Dickson provide and manage the resources necessary to deliver our objectives.

Our Responsibility

The Strategic Growth Director, utilising our AGILE Values, is responsible for establishing and implementing adequate quality arrangements within Dron & Dickson and ensuring that this policy is implemented, maintained and reviewed for continuing suitability. All employees of Dron & Dickson have a responsibility to assist the company to meet these objectives and provide feedback for continual improvement. This policy will be made available and communicated to all employees and reviewed annually.

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Signed:



Date: May 2021



Attitude



Genuine



Integrity



Learning



Empathy