

QUALITY STATEMENT FOR AGANTO LTD

Aganto Ltd. is fully committed to quality, placing high emphasis on continually improving products, service and procedures to exceed customer requirements. Aganto Ltd. adopts the principles of 'Process Management' to build and sustain this culture of continuous improvement. Our overriding objective is to put the customer first in every aspect.

The Directors and Employees of Aganto Ltd instil their commitment to quality in a number of ways.

Values and Principles

Aganto's mission is to proficiently and effectively give value to customers by providing additional on-site space delivered through the key principles that drive us: quality, commitment, honesty and expertise.

Systems and Procedures

Aganto's operational systems are implemented in a regulated and consistent manner reflecting the needs of both customers and the business.

Relationships

Aganto strives for long term, mutually beneficial relationships with our suppliers and customers based on open communication, loyalty and trust.

Customer Care

For all customers we follow a clear six stage process of: listening, understanding, proposing, delivering, supporting and reviewing.

Monitoring and Evaluation

Aganto is committed to monitoring our effectiveness by reviewing customer feedback. This is achieved both by customer satisfaction reviews and market feedback for the development of new products and services.

Product Development and Innovation

Aganto has a regulated programme of product development, innovation and diversification to meet the changing requirements of customers, legislation, market conditions and the environment. For all development we strive to find components and materials that are recycled and fully recyclable.

Staff Development

Aganto is committed to keeping, training and developing all staff, ensuring the high levels of performance, expertise and commitment that create employee and customer satisfaction and retention.

Legal and regulatory

Aganto aims to ensure compliance with all industry related standards, legislation and internationally recognised professional practices. All our structures meet or exceed British Standards for structural integrity, fire and safety codes.

Aganto supports all processes by regular management team reviews.

Aganto's Quality Policy applies to all employees and is made available to all stakeholders through its publication on the Aganto.co.uk website.

As Managing Director I am fully committed to ensuring the implementation and continual improvement of this quality management system.

Aganto's Quality Policy is a live document and is reviewed at regular Management meetings.

Richard Abbott
Managing Director
01.01.2012