



RS DUNCAN QUALITY POLICY STATEMENT

Company Registered in Scotland No 271879

STATEMENT OF INTENT

RS Duncan Plant Hire recognise that we must continue to provide customers with a high quality product and service, at a fair price. To this end we accept responsibility to establish, effectively operate and maintain a Quality Management System

It is our objective in every contract undertaken by the Company to ensure that our work Consistently meets, or where possible exceeds, our customer's expectations and requirements Including given timescales.

The Company is noted for the standards of Quality it achieves and sets out to maintain its competitive edge by developing in every employee a keen and conscious desire to carry out their designated tasks to the complete satisfaction of our Customers.

The Company is committed to:

- Achieving an efficient method of company operation, demonstrating the Company's' commitment and striving for quality to our customers.
- Ensuring that all staff are suitably competent, well trained and well informed.
- Maintaining a policy of continual improvement and ensuring systems are in, place to assess the effectiveness of the Quality Management System in meeting the Company's requirements, which are set out in the Company Management Manual.
- Reducing unproductive time, rectification and complaints and to come out of each complaint situation with a strengthened relationship with the customer.
- Actively seeking the views of our customers and using this as a basis for improvement, leading to repeat business
- Ensuring the specification set by the client is achieved.
- Ensuring plant and equipment is suitable for the purpose and is properly maintained.
- Ensuring adequate resources are provided for all work undertaken by the Company.
- Striving to achieve compliance with documented Quality objectives and targets set to improve the Company's Quality performance.

The Director sees the Quality System as an integral part of general management and in conjunction with the SHEQ Advisor, undertakes to ensure that it is understood, implemented and maintained by all RS Duncan employees, at all levels in the company and in all contracts.

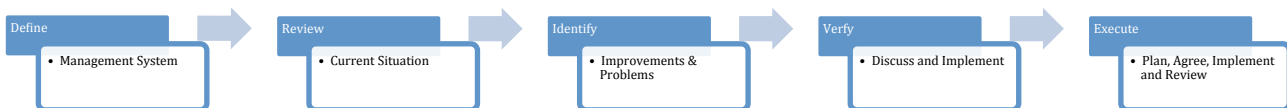
All employees have responsibility for the quality of their work and must comply with this policy through adherence to good quality working practices regardless of the duties he or she performs. All employees are encouraged to openly express all concerns for safety, environment and quality of RS Duncan's products and services.

We believe this approach will continue to assist us to successfully distinguish our business from that of our competitors.

The company will ensure that adequate resources are made available to implement the policy and the supporting quality management system.

RS Duncan has a health, safety and environmental advisor who monitors our system, information is sent to the directors who make changes, set targets, allocate and make resources available, to accomplish targets.

With our Advisor we have started the ISO9001 2008 process, based on which will be the current way RS Duncan will manage the process, formalizing systems already in place and being externally verified by the 9001 QMS



The policy will be reviewed annually or more frequently as necessary to meet new legislation or new industry standards. This policy statement will be communicated to staff annually and displayed prominently at all locations.

Signed: 
John Duncan

RS Duncan [Plant Hire] Ltd

Date: 1st January 2012

Review Date: 31st December 2012

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RSD 030
QUALITY POLICY STATEMENT
REVISION DATE:
ANNUALLY 31ST DECEMBER