

QUALITY POLICY

The objective of DaleSauna Ltd is to design, install and maintain commercial and domestic relaxation suites and provide associated products and equipment. Target markets include the hotel and leisure industry, gyms and fitness industry sectors.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO9001:2015.

In particular, the company will:

- Ensure all business risks are identified and procedures adopted to minimize these risks
- Work closely with clients or their agents to create bespoke designs
- Carefully select and work with qualified subcontractors to install and maintain relaxation suites
- Maintain comprehensive stock levels of leisure products and replacement components
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and the Internal Audit Process
- Proactively seek feedback from clients on how well our products/services meet their requirements
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements
- Provide a work environment that promotes the well-being of our employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements with particular reference to GDPR in 2018

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Board of Directors:



Steve Taylor
Position: Managing Director

Date: 28th June 2018