

Our Quality Standards

The policy at Andron is to supply our services to a high quality and to fully satisfy our customers' requirements. Our mission statement states:

"Andron is committed to meeting all Customers' requirements and to continuously improve standards at every level of the business to remain our Customers' preferred supplier";

In order to maintain our high level of quality and performance we aim to continually develop our management system to enable effective control of our operations. We consider that accreditation to BS EN ISO 9001:2000 is an integral part of our business strategy.

We will establish and monitor business objectives aimed at providing the optimum service to our customers and staff. These objectives are underpinned by documented processes covering all aspects of our business. The processes are continually reviewed and improved to ensure that our customers consistently get the best quality service from any office within our operating area.

To achieve this we aim to:

- Satisfy our customers consistently
- Maintain our existing customers
- Retain our staff
- Provide the best training for our workforce
- Increase our customer base
- Keep abreast of legislation
- Internal benchmarking

This policy is endorsed by the Chairman, Managing Director and senior management of the company. All staff are made aware of their responsibilities within the management system to a level appropriate to their function within the company.

Ron M. Stewart
Managing Director