

Quality Policy

D P M (LONDON) Ltd

IS COMMITTED TO EXCELLENCE IN CUSTOMER SATISFACTION

Therefore, it is our policy that:

We individually and as a team, will deliver products and services that consistently conform to our customers requirements and exceed their increasing expectations.

Corporate Vision

a) Corporate Creed

“We believe in the free enterprise system. We shall consistently treat our customers, employees, suppliers and the community with honesty, dignity, fairness and respect, and professionalism

b) Our Mission

Continually exceed our customers increasing expectations

What We Value

Integrity: Honesty and fairness are essential to the way we do business and how we interact with people. We are a company that keeps promises. We do what we say we will do, and we will conduct ourselves in accordance with our code of ethics.

Customer Satisfaction: Customer satisfaction is the source of the employee, supplier and community benefits. We will exceed customers' expectations through continuous improvements in quality, service, productivity, flexibility and time compression.

Our Employees: The diversity and involvement of our people is our strength. We are committed to their fair and effective selection, development, motivation and recognition. We will provide employees with the tools, training and support to achieve excellence in customer satisfaction.

Improvement and Innovation: We seek continuous improvement and innovation in every element of our business.

Safety and Environment: Our products, services and workplaces reflect our belief that what is good for the environment and the safety and health of all people is good for **D P M (LONDON) Ltd.**

Objectives

Customer Satisfaction: We will exceed customer expectations through continuous improvements in quality, services, productivity, and time compression.

Technology: We will apply world class technology to our products, processes and services.

Growth: We will seek growth by building on our existing businesses

Market Leadership: We will only operate in markets where we are, or have the opportunity to become the recognised leader

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