

# Headway Suffolk

Headway  
Ground Floor  
Epsilon House  
Ransomes Euro Park  
West Road  
Ipswich  
Suffolk IP3 9FJ

## **HEADWAY SUFFOLK'S QUALITY POLICY**

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2008 in pursuit of its primary objectives.

The company's Quality Manual defines our quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

Helen Fairweather  
Chief Executive Officer

