

## Quality Assurance

Think FM Solutions maintains a comprehensive quality assurance process.

Think FM Solutions is fully committed to delivering the objectives of this quality policy statement within all its activities.

The objectives which underpin the policy are:

1. To develop a full understanding of the needs of our customers.
2. To work in close co-operation with clients, customers, suppliers and sub-contractors to provide the right quality work and service, first time.
3. To actively seek client and customer feedback and to use this as a format for continuous assessment and improvement.
4. To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the Company's Health and Safety and Environmental policies. Achievement of these policy objectives involves all team members, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. We encourage to a high degree team training to professional level.

Think FM Solutions has implemented a management structure that is based on the quality and commitment of its professional team. Our Technical director has a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy is maintained and improved. A quarterly review occurs on products and services that we offer. We try to surpass standards of practice that guide our activities.

We are continually developing the Company's operation and upgrading of IT systems. Think FM Solutions approach is to listen to our clients and customers and to openly discuss the individual requirements of every contract, thus ensuring that our clients and customers remain fully satisfied with our service delivery. With each project we undertake, a Quality Plan is implemented, encompassing control measures that ensure the client's / customer's requirements are met, within the specified time, and in line with the budget. To this end, we endeavour to work as a committed team in a spirit of co-operation.



Think FM Solutions team members have the authority to make decisions, within the scope of their responsibilities, and are charged with working in accordance with the documented procedures.

Think FM Solutions objectives are:

- To continue to meet in full the requirements of the client and customer.
  - To continually identify improvements to existing working practices.
- In order for Think FM Solutions to achieve the above objectives, every team member must:
- understand customer and client needs.
  - be responsible and accountable for the quality of work.

Signed: Malcolm Hills (Managing Director)

Date:01.01.2017