



Quality Assurance Policy

RainCatcher Products and Services Ltd are committed to achieving total customer satisfaction through dynamic innovation and continuous improvement of its business processes.

Our aim is to successfully deliver to customers, high quality, cost effective products and services on time, every time. To fulfil this, it is our policy to maintain a practical but comprehensive Quality Management System based on its stated commitment to customer satisfaction and continuous improvement.

The policy embraces the following key principles:

- The Company's products and services will comply with all national and international standards and requirements.
- Technical level of services must meet or exceed the requirements of the industry
- Recognising our responsibility to customers for the quality of products and services we deliver
- Cost efficiency of products and services in line with market conditions
- Development of products and services that meet the customer's requirements
- Positioning the company as employing professional staff that hold the required qualifications and skills to provide high quality product and service to our customers, both internal and external
- Recognising the value of our customer's feedback and inviting this continuously.

Our strategy for achieving is:

- To focus on the process management model and continuous improvement of the Company processes in meeting and exceeding the market requirements and our customer's expectations
- The Quality Management System development, implementation and maintenance are designed to comply with ISO 9001. Application for accreditation to ISO 9001 will be made in Q2 of 2013
- Fulfilment of the customer's requirements in time, quality and cost
- Building relationships with our customers and understanding their requirements now, and having mechanisms in place to capture and plan for their future requirements.
- To be transparent so that we can demonstrate the quality of our products and services
- Prioritising quality issues across the company in all areas of our operation. Our staff, technology and whole organisation will reflect our commitment to total quality.
- To determine the roles and responsibilities of all staff in their contribution to the Quality Management System and their adherence to those procedures at all times.
- Our primary focus is on prevention of a decrease in quality, rather than a mechanism to restore a quality level.
- To deliver consistent training on the Company's Quality Management system and its components that meets the continued total quality delivery of products and services.
- To have mechanisms in place that communicates and underpins the requirements of the QMS across the Company.

The Directors of the Company are fully committed to the Quality Policy through active participation in quality improvement activities and leadership by example.



Sue Tunnington

Managing Director

Business Conduct Officer:	
Specific other staff:	
Enforcement:	
Created by:	A M Hughes
Creation date:	26 July 2012
Quality Manager Approval:	
Last Review date:	25/02/16

Version Control

Version	Description of action	Date of action	Action by:
V_0.1	Created	25/02/16	S Tunnington



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