

Latrave Ltd

Quality Policy

Latrave Limited is committed to providing total customer satisfaction at all times with maximum effectiveness, minimal cost and with continued compliance to regulatory bodies at all times

Every employee is charged with the responsibility to meet customer requirements, specifications and to continually improve the quality in keeping with our objectives

Employee development through involvement, training, effective communications and understanding is essential in the forward growth of our business

By continuing to improve the ways we treat our employees, customers and suppliers we will contribute to the mutual success of all

We aim to:

- Understand our markets and customer needs and expectations and continuously improve our service to facilitate growth
- Develop our technology and infrastructure continuously in order to offer the latest products and services to an ever changing and demanding market place
- Provide a high level of service to our customers with as minimum cause for complaint as possible
- Ensure that when complaints are received, they will be attended to in the appropriate manner with a view to eliminate the root cause and prevent recurrence
- Maintain a safe and healthy working environment that enables personnel to produce optimum output

For Latrave Limited



Chris McCormack
Managing Director

Date: 13th November 2013

Doc: 2/608

