

WE'RE ABOUT QUALITY.

FOOT AND PLAYSTED IS COMMITTED TO ACHIEVING SUSTAINED GROWTH AND MAINTAINING A STABLE BUSINESS PLATFORM BY PROVIDING SERVICES AND PRODUCTS, WHICH CONSISTENTLY MEET THE NEEDS AND REGULARLY EXCEEDS THE EXPECTATIONS OF OUR CLIENTS.

This level of quality shall be achieved through the adoption and maintenance of sound and safe work structures, systems, policies and procedures that reflect Foot and Playsted's specific areas of knowledge and professional expertise.

To achieve and maintain the required level of quality and service delivery, Foot and Playsted shall integrate key components of the Quality System within the day-to-day operations of the business.

THE OBJECTIVES OF THE QUALITY SYSTEM ARE:

1. To consistently supply products and services of the highest possible quality;

2. To maintain an effective and integrated Quality System that is compliant with recognised international standards (i.e. ISO 9001- 2008 and all subsequent amendments);

3. To maintain our existing clients and customers through ongoing sales, and encouraging referrals to new and potential clients through our quality service, product range and competitive pricing structure;

4. To achieve and maintain a level of quality which enhances Foot and Playsted's reputation with its clients;

5. To constantly invest in the training and development of our staff, employees and equipment;

6. In delivering quality services and products to our clients, comply at all times with relevant statutory safety requirements;

7. To achieve sustainable growth in order to ensure that returns are delivered in line with the profit goals of the company's owners and investors;

8. To keep abreast of the continually changing requirements of our industry.

9. To endeavour, at all times, to maximize customer satisfaction with the services and products provided by Foot and Playsted;

10. To ensure that the processes of continual improvement and review is incorporated into the day to day work practices of Foot and Playsted.
