

## **Law Firm Services - Quality policy statement**

Law Firm Services Limited was established in 2001 to provide IT services to the Legal sector. We are based in Northampton and employ 15 people.

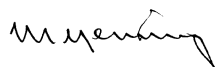
Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have follow a Quality Management System which helps us measure and improve our performance.

We have the following procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our procedures are reviewed to ensure that it is suitable and appropriate to the Company. Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Signed : 

Director

Date : 1<sup>st</sup> May 2017