

‘Providing Rainwater Management Solutions’
QUALITY POLICY

“Fullflow Group Limited will achieve customer satisfaction through a total commitment to improvement in all aspects of our business, through the development of our people, processes and services to ensure they consistently meet or exceed requirements”

As industry leaders in the design, manufacture and installation of rainwater drainage systems, Fullflow Group Limited has consistently shown commitment to quality and customer service. All aspects of our business management system are constantly subjected to review, with the objective of identifying areas for improvement, including the development of people, processes, products and services to ensure they consistently meet and where possible exceed customer requirements.

Top management of Fullflow Group Limited will ensure the Quality Policy is communicated and understood at every level of the organisation through documented training and regular updates as the policy is further revised and enhanced.

Additionally, continual communication shall signify to all Fullflow Group employees the implications of meeting customer, as well as regulatory standards and requirements.

Our Quality Policy is a key benchmark in the development of the Fullflow Group of Companies. Establishing a framework for reviewing and updating our business objectives at regular management review meetings, this policy is a statement that a high standard of customer service and satisfaction are achieved.

Our policy statement is controlled by the inclusion in the Quality Manual and is reviewed during management review meetings for continued suitability to the Fullflow Group Limited business management system and operations.

Authorised & Approved:



Mr A. G. Smith
Managing Director
Fullflow Group Limited

Date: JULY 2006