



Quality Policy

Kalista Ltd is committed to providing reliable and efficient services to its Customers, whilst conforming to its long term objectives and requisite statutory and regulatory requirements, and to maintain customer satisfaction at the highest economic level.

In order to achieve this, the Board supports a fully Integrated Management System which is independently assessed by a third party.

The documented Management Systems ensure that Kalista Ltd can fulfil contractual obligations by:

- Ensuring that all activities, which directly affect the quality of service, are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators which provide the feedback to enable quality improvement against Customer needs and expectations.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

The Board ensures that this policy is communicated, understood and implemented at all levels within the organisation.

Graeme Bowkett
Managing Director

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