

QUALITY POLICY STATEMENT

Bristow & Sutor are committed not only to meeting the current requirements of its clients but also to exceeding customer expectations. Our Quality Management System in accordance with ISO 9001:2000 ensures continuous improvement to the client service, human resources and operations.

The high quality of our service is achieved by a systematic and disciplined approach by *all* staff in *all* activities, from receipt of client instructions and through the enforcement process to case completion.

It is our philosophy to provide what the clients needs rather than what is easiest to provide.

Training and development of our staff is of paramount importance and we will ensure that adequate resources are provided to continually improve the effectiveness of the Quality Management System. Our training policy ensures that our employees maintain the highest standards and ethics in carrying out our policy of providing an efficient cost-effective service.



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Andrew Rose
Managing Director