



Quality Policy Statement

Focus Management for Business Limited will provide our Customers with products which are delivered, to consistently meet agreed standards of quality and performance, whilst complying with all current legal requirements.

The Company actively promotes the philosophy that quality and customer satisfaction are achieved by the involvement and commitment of all employees. We promote awareness of quality and provide training and continual development for our employees, to always be improving on existing standards.

To manage these objectives we operate a Quality System, part of which is our Customer Relation Management software (CRM) which tracks all activities with our clients or prospective clients and enables us to accurately monitor our customer service levels.

Signed on behalf of Focus Management for Business Limited

A handwritten signature in blue ink that reads "Malcolm Yates". The signature is written in a cursive style.

Malcolm Yates MSc, Chartered FCIPD. FInstLM, FRSPH
Managing Director
30th May 2014