

Quality Management Statement

FOX Automation Ltd

Management Statement

FOX Automation Ltd will maintain annual plans which will:

- Define the business policy related to the provision of products and services meeting clients' needs and expectations.
- Identify regulatory or sector requirements which are to be met in the provision of products and services.
- Identify financial goals, activity performance targets and the resources required to achieve the company and clients goals.
- Identify minimum training requirements to ensure that all employees or co-workers meet and exceed customer expectations.

Business Reviews

An annual business review of the company plans will be undertaken by our senior management team with advice taken from a number of sources including Trade Associations, regulatory bodies, advisory bodies and paid advisors. Records of the reviews will be kept to allow us to compare our progress and to provide a basis for improving customer satisfaction, operating processes and procedures.

Client Care

FOX Automation Ltd has a commitment to meet clients' needs and expectations, and will communicate to every employee and client fairly and honestly.

Only professional products and services that can be provided in full will be offered to our clients. We deliver what we promise and any challenges will be shared with clients immediately.

We working in the partnership with the clients so any instructions taken or given from clients will be dealt promptly and we will employ methods and system of work that will ensure that the client's needs and exact requirements are known and achieved. Any product or service supplied by FOX Automation Ltd will be in accordance with those specifications via Service Level Agreements.

FOX Automation Ltd will effectively communicate with all clients and set up a system for dealing with complaints, opportunities, clients' needs and all challenges on site. FOX Automation Ltd will take the ownership of all challenges or needs of each client's individually and provide as smooth and professional support as possible. FOX Automation Ltd is ready and will share favourable comments, complaints and all your needs via telephone, fax, e-mail, liaison books and our regular meetings or inspection reports. A phone number for the office and all management team will be provided to aid this process.

Client satisfaction is our top priority and each client site will be assessed on a regular basis by our management team. Our management team will encourage teamwork and adopt best practices to ensure that quality is maintained and that adequate training of all staff is provided and is subject to regular review

Management Structure

FOX Automation Ltd will ensure that every employee will understand their duties and accountabilities and will be rewarded appropriately. This will be covered during induction and in their contract of employment. All employees including management will obtain professional and adequate training to adhere to the company standards and clients requirement. Training will be provide continuously and regularly during full length of the contract. Training records will be also fully accessible for all clients at any time.

Working Environment and Processes

FOX Automation Ltd will provide a suitable and safe working environment. Equipment necessary for the production of services will be provided and properly maintained in accordance with regulatory requirements and the manufacturers' instructions.

Employees will be instructed and trained in the operation of all equipment appropriate to their allocated tasks within their job description, fulfilling all regulatory requirements. Instructions related to the operation of equipment will be available to the relevant people trained for as well as for the client Health and Safety Policies will be in place to provide our clients with a service experience that meets and exceeds their expectations.

Suppliers

Suppliers of products and services to FOX Automation Ltd will be selected on the basis of the products quality, reliability, environmental impact and cost. Purchase orders may be verbal but mostly are written, or as agreed between FOX Automation Ltd and the particular supplier. All adequate information will be provided to the specific client when ordering to ensure delivery is in accordance with the specified client requirements.

Any supplier shortcomings or problems that arise will be taken into account during the annual business reviews and necessary steps will be taken to ensure they are not repeated again.

Our management team will ensure that the suppliers will adhere to the high standards required for us and our clients by having regular management and performance meetings with all suppliers for all clients individually.

Documentation

FOX Automation Ltd will maintain a close awareness of, and have access to the relevant regulatory documents.

Documents given out to clients will, contain all normal contact details, Health and Safety statements and all safety data sheets of all equipment and materials required in the delivery of the services

Preventing service problems

Annual plans and review will consider the effect of any changes in business conditions, objectives or targets relating to client satisfaction, the quality of processes, products and services. Appropriate actions necessary to prevent problems will be included in the plan.

FOX Automation Ltd will provide adequate and professional quality control check of each site continuously and regularly. We will review all challenges and take and implement all necessary processes or solution to avoid repetition.

Where a problem arises, FOX Automation Ltd will action it immediately to rectify the problem and prevent recurrence. This action will depend on the seriousness of the problem and the risk to which the business is exposed. FOX Automation Ltd will be also fully honest with the clients and inform of any problems arising on their site promptly. A Risk Management will be formulated to quantify any risks to both our own and our clients businesses.

Records

In addition to the our business plan, FOX Automation Ltd will assess what records need to be kept to minimise exposure to risk, for example contract documents, personnel records, supplier documents etc.

We will decide on the period for which these records are to be held, taking into account all relevant legislation. Also all records will be archived in case of any needs for the future.

Integrity

We all at FOX Automation Ltd take our commitment to quality very seriously. We are operating in accordance with both the spirit and needs of all legislation, treating our clients, suppliers, and colleagues with dignity and respect. We are also operating with a due care to the environment in which we work, and ensure on regular basis that we adhere to this by our management team.

If you ask people what is characteristic of the best groups they have ever been members of or worked in, the same things will be mentioned – they would say that they were inspired by shared goals, the knowledge that what they do are achieved and valued. Our team is exactly the same. We as a group are working in a spirit of energized sharing, self-examination and information sharing. Individually every member knows exactly what his or her contribution will be. Our company, management group and employees takes on client's needs, service delivery and full satisfaction of all clients seriously and fully utilized individuals mix of skills, help each other and delegate the necessary task which had to be carried out while working together.

Our team is well motivated by the success on the end of the work or achievement. We listening each other for better result and all of us are free to express individual feelings and ideas. This helps us to get the best outcome from the team work and significantly increased team effectiveness.