

11.0 QUALITY POLICY STATEMENT

Cumberland recognises that it can only achieve the goals of the mission statement by fulfilling the quality and service needs of its customers now and in the future.

The quality of products & services supplied by Cumberland is assured by the Company's management system, which is in compliance with ISO 9001:2015.

Cumberland is fully committed to meeting all customers, legislative and regulatory requirements and shall use the management system to implement planned changes that will improve the quality of products & services. The company will develop the management and operating systems so as to engineer quality and service into our processes and continually improve the effectiveness of the Quality Management System.

Specific quality and service objectives are set and reviewed as part of the management review process and these are translated throughout the organisation as Company, team and / or individual objectives. Every employee remains personally responsible for the quality aspects of their job, even for those that are delegated, and to operate within the defined procedures to relentlessly pursue quality improvement.

Our guiding values to meet our targets are:

Teamwork	We work together to achieve our vision.
Customer focus	We put the customer at the centre of everything we do.
Value	Revenue Growth + Cost Control + Resource Utilisation.
Growth	We strive to grow our business.
Honesty	Integrity is never compromised.

This policy has been communicated to all our employees & subcontractors, can be found within our premises and is available to interested parties on demand. We hold regular reviews with all our employees and key subcontractors to ensure that we communicate our performance in respect of our Goals.



Cumberland Managing Director
Mr Andrew Mason