

The management and personnel of **1st Step Solutions Ltd** are committed to providing a high quality service in the area of Quality management by continually improving client service, human resource management and company operations.

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive management are committed to the efficient operation and continual improvement of performance and the quality management system. To this end quality objectives are set and measured to facilitate effective and efficient review.

Development and training of employees is a top priority.

Human Resource Management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.

Management will provide adequate resources and training needed to continually improve the effectiveness of the Quality Management system.

The above goals are complete by an effective and efficient company quality management system based on the requirements of ISO 9001:2015. The Company's commitment in meeting, and exceeding, these requirements secures a prosperous future and sets a unique standard for others to follow. The Directors will take into consideration the views of interested parties and the effect the company's activities have upon the environment.

In fulfilling the above Quality Policy the Directors recognise the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through elements of this Quality System such as internal audits, management reviews, corrective / preventive actions and training.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. The Company's goals and commitment in meeting the requirements of ISO 9001:2015 will secure a prosperous future and set a unique standard for others to follow.

Signed:



Careena Dabbs | Director/Owner

January 2024