



Fire Safety First
The Fire Safety Consultancy

Quality Policy Statement

Our Commitment

Fire Safety First is the leading independent fire safety consultancy in Northern Ireland providing a wide range of services from fire risk assessments and fire safety training to fire dynamics simulation.

The company is committed to complying with the requirements and continually improving the effectiveness of the quality management system which is certified to ISO 9001:2008. We will ensure that all our personnel understand and fully implement our Company's policies and objectives, and are able to perform their duties effectively through an ongoing training and development programme.

Our quality objectives

- Ensure the continued development, implementation and maintenance of our quality management system and to continually seek improvements in the effectiveness of the quality management system.
- To continually operate under the disciplines and control of our quality management system conforming to the International Standard ISO 9001:2008.
- Collecting and acting on feedback after each project.
- Continuous client focus in the delivery of every project, e.g. having periodic client review meetings.
- The establishment and maintenance of an environment which encourages all employees to pursue continuous improvement in the quality and productivity of services.
- Promoting a culture of learning, innovation and knowledge sharing that recognises the value of team/collaborative inputs, and encourages continuous improvement.
- To ensure that the quality policy and objectives is reviewed annually.

Communication

This policy is communicated to all our staff. The policy is available on request. This policy is also available on our website at www.firesafetyfirst.co.uk and our internal network.

Signed:

A handwritten signature in black ink that reads "S. McGovern". The signature is written in a cursive, slightly slanted style.

Date: 18/5/11

Name: Sharon McGovern

Position: Sole Trader

Next review date: 16/5/12