



## **Quality Management Statement**

RKDO are committed to achieving and maintaining the highest possible standards in all aspects of their work.

It is a commitment of RKDO to ensure that all services are delivered in a timely manner, and that all work and quotations for work represent best value for the customer.

Periodic checks on all services will be carried out to ensure that the level of quality is being maintained or surpassed, but where it is found that services fail to meet the quality management statement, immediate actions will be taken to prevent reoccurrence and remedy any failure.

RKDO strive to ensure that any persons working for or on their behalf present themselves in a friendly and professional manner at all times, and meet or exceed the expectations of the customer.

In order to ensure that a high level quality of service is maintained in line with customers expectations, the quality system will be reviewed and amended when it is deemed to be necessary.