

# Saville Audio Visual Quality Policy Statement



The Saville Group Limited T/A  
Saville Audio Visual  
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**saville**  
AUDIO VISUAL  
[www.saville-av.com](http://www.saville-av.com)

**Integrated Management System**  
**- Quality Policy Statement**

## Quality Policy Statement

The Saville Group Limited trades as Saville Audio Visual. Saville Audio Visual is engaged in the sale, installation, service, maintenance, and hire of audio visual and video conferencing equipment. Saville Audio Visual operates through three main divisions, AV Systems, Conference & Live Events, and Central Support. This policy is applicable to the AV System division at the following branches:

York – Sales

Manchester – Sales & Installations

Farnborough – Service

Gateshead – Sales

The principals of this policy will also be applied when working outside the UK.

We are committed to delivering the highest level of sales, installation and service quality to our customers and will achieve this by maintaining a quality management system certified against BS EN ISO 9001:2008. Our aim is to transition to BS EN ISO 9001:2015 on, or before the next re-certification audit.

The principal aims of this policy and associated arrangements are:

- To ensure that it meets the needs and requirements of our customers and seek to continually improve the service;
- Strive to improve and enhance our performance by setting relevant objectives, which are continually reviewed to ensure they are understood, acted upon and met. Objectives shall be established and reviewed regularly by the Divisional Management Team;
- Comply with requirements and continually improve the effectiveness of the quality management system;
- Provide training, support, resources and encouragement to all our employees to ensure they realise their full potential in meeting the quality certification and its objectives;
- Meet any statutory and regulatory requirements that apply to the quality standard;
- Establish positive working partnerships with suppliers and interested parties to continually develop and improve the service to our customers.

The ultimate responsibility for establishing, implementing and monitoring the policy against its aims, lies with the Directors of Saville Audio Visual, who in particular will ensure the provision of:

- Necessary resources including finance, equipment, personnel and time to ensure the continued development of the quality management system;
- Clear information, instruction, training and supervision;
- A structured mechanism to seek and review quality feedback from our customers;
- A process for setting and reviewing measurable quality objectives.

This policy is communicated to all persons working for or on behalf of Saville Audio Visual and is freely available to the public via company website.

This policy will be monitored to ensure that the objectives are achieved. It will be reviewed annually and, if necessary, revised sooner in the light of relevant legislative or organisational changes.

The successful implementation of the policy requires total commitment from all levels of the company, please work with us to make Saville Audio Visual an exemplar company and deliver the highest level of sales, installation and service quality to our customers.

Signed:



Andy Dyson  
Director

Signed:



Colin Nixey  
Director

9th May 2017