

**SAVILLE AUDIO VISUAL  
QUALITY POLICY STATEMENT**

Saville Audio Visual is engaged in the sale, service, hire and installation of audio visual (AV) equipment and presentation systems with fifteen sites nationwide. For ease of management the Company is divided into four main divisions:

- **Technical & Sales Division:** Designs, builds, supplies, installs and services audio visual systems and its associated technology. Specifies and supplies a wide range of presentation solutions and audio visual equipment including LCD projectors, interactive whiteboards, video conferencing and digital display equipment to a large and varied customer base.
- **AV Hire and Conference Division:** Provides and installs audio visual equipment and lighting for small and large conference presentations and offers daily/short term hire of AV equipment to customers who visit the premises.
- **Central Division:** The administrative division of the Company provides IT, accountancy and personnel services, and advice on Health and Safety, Quality and Environment to the Group. Advertising, marketing and PR are also incorporated within this division.


**Quality Statement:**

Our aim is to deliver the highest possible quality products and services that meet or exceed our customers' expectations.

Our Quality Management System is based on company strategies and a policy of continual improvement. This is achieved by comprehensive, practical and well-designed quality processes that meet, as a minimum, the requirement of ISO 9001-2000 and are continually monitored for effectiveness through a program of review and audit.

Company personnel are trained and motivated to incorporate the quality processes into their everyday activities, thereby ensuring conformance to quality at every level. Any nonconformity can be detected and corrected at an early stage.

The company commits to continually improve the value of products and services. Our goal is to deliver quality products that exceed customer requirements while always operating fairly and honestly with customers, suppliers and employees.

Signed   
(Chairman)

Date 22 OCTOBER 2008

**22<sup>nd</sup> October 2008**

**Issue No: SD4**

  
**Authorised By:**