

THE PANTHERA GROUP **QUALITY STATEMENT**

The Panthera Group strives to ensure complete customer satisfaction and that all customers receive a high quality of service which complies with the requirements of BS EN ISO 9001:2000 and the following objectives:-

- The service provided by the company complies with the agreed specification and conditions of contract and regulatory requirements.
- All contracts and sales orders will be executed with economic and timely activity, so as to be mutually beneficial to the company and client.
- The services offered by the company compare favourably with the best standards of the industry and associated activities

These objectives will be achieved by:

- Systematic control of our processes and activities
- Utilisation of well-managed resources
- Achieving high levels of quality in all communications
- Working to formalised procedures, designed to eliminate deficiencies
- Promoting a continual improvement of our processes

At the Panthera Group we recognise the importance of applying quality management methods to our business and have made quality a discipline

central to our operation, we undertake to ensure that quality is everyone's aim throughout the organisation and that all employees, and where necessary sub-contractors and suppliers have a sound understanding of the importance of our management systems and their direct effect to our continuing success.

The Panthera Group management systems are subject to regular audits and management review in order to detect and prevent the occurrence of problems as well as proactively introducing, developing and continually improving the system further to ensure full compliance and support of our company policies.



Neal James
Director

Incorporating

PANTHERA
SECURITY

PANTHERA
CCTV & ACCESS CONTROL

PANTHERA
HOARDING

PANTHERA
M & E

PANTHERA
LIGHTING

PANTHERA
SATELLITES & AERIALS