

QUALITY MANAGEMENT POLICY

Glass Designs Ltd has evolved a policy statement incorporating its Business Strategy and Mission Statement which encompasses the aspirations of the business, employing quality as the foundation stone for continually improving all the aspects of its Customer service.

Glass Designs Ltd will work in partnership with its customers, and prospective clients, to enable both parties to jointly achieve profitable business development and growth within the constraints of the economic trading and legislative environment appertaining at that particular moment in time.

Glass Designs Ltd will utilise its expertise in processing and installing of glass, mirror and associated materials to meet its customer's expectations as cost effectively as possible without any compromise with regard to quality.

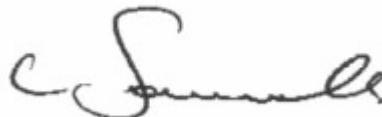
Glass Designs Ltd will continue to strive for the highest possible standards of customer service and product quality in all aspects of its business. Targets and Objectives will be set where appropriate, and these will be monitored and reviewed regularly to ensure that continual quality and performance improvements are achieved.

Within Glass Designs Ltd the Managing Director has the ultimate authority for ensuring compliance with the Quality Manuals together with an ongoing commitment to continual improvements of the whole quality system.

As part of its drive towards the attainment of higher quality standards within all levels of the Glass Designs operating site, the senior management team will hold regular meeting to review procedure and quality and ensure regular briefing sessions are held to inform employees as to the outcome of any review meetings.

Glass Designs Ltd will ensure that its employees are working within a safe infrastructure and environment, at all times. The senior management team will regularly review and assess the competence of its employees to various tasks, and then provide suitable training to continually improve their performance. This will assist in creating career opportunities for them, as well as improving Customer Satisfaction.

Vince McDonnell - M.D



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