



FEG Ltd design and build, project management and consultancy for industrial, manufacturing and process industries.

Services cover the following specialist sectors:

- Project management and associated consultative services
- Air Pollution control and sustainability services
- Design, build, install and commission services

FEG Ltd are committed to:

Determining Customer requirements for all products and services and endeavouring to meet those requirements with a high level of customer service throughout all stages of operation from initial contact to after sales service.

Ensuring that products and services are designed, manufactured, assembled, sourced, stored and delivered so as to comply with order requirements, statutory and legislative requirements and general fitness for purpose.

Assessing the training and development needs of staff at all levels and meeting those needs in order to support company values, create a positive culture whilst increasing effectiveness and involvement.

Forging partnerships with our suppliers, stakeholders and customers to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies.

Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation from top to bottom.

Providing sufficient resources and equipment to ensure that the Company can operate to the documented Management System. The management system conforms to the requirements of BS EN ISO 9001:2015, the International Standard for Quality Management Systems.

Ensuring that our management system provides a framework for the management and control of our activities for Quality. It also supports in establishing and reviewing strategic objectives for the company.

Senior Management ensuring that the Quality Policy is communicated and understood at all levels.

Ensuring that all company policies & procedures have the full support of senior management.

Monitoring performance in all aspects, including customer feedback, in order to measure business performance with a view to continual improvement.

Reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our business and customers.

Managing Director

Chris Williams

A handwritten signature in blue ink, appearing to read 'Chris Williams'.

Signed:

Revision 0: 07.09.16

Review Date: 07.04.17