

QUALITY POLICY

Since 1995 the FPASA has operated in accordance with an integrated quality management system based on the QMS principles of ensuring customer focus, managing the processes as well as the result, adopting a risk and opportunities action approach, the availability of skilled and experienced co-operative teams, an objective approach to business based on fact based decision making and continuous review, feedback and improvement.

Over the years the Company's commitment to quality and customer service has become well entrenched, the QMS system has matured and we have an ever improving quality culture within the organisation.

Our quality management system is now fully integrated with our business processes and systems with the QMS component aligned to ISO 9001 as administered by LRQA to satisfy our quest for service excellence.

In order to achieve the high quality standards we have set for the organisation, it is company policy that:

- We provide professional education, training, technical services and membership support to ensure that through best value and quality the FPASA remains the leading fire safety organisation of its kind in the Southern African region;
- Our ability to convert customer expectations and requirements to customer satisfaction be achieved by clearly documenting and controlling our service and product realization processes;
- We will maintain and record a quality management system in accordance with ISO 9001;
- We will strive for continual improvement;
- Our service delivery processes, levels of customer satisfaction, viability and profitability will be monitored and reviewed continuously;
- The necessary financial, human resource and facility requirements to underpin the system will be provided;
- All staff is fully trained and understands their role and responsibility regarding our quality management system, service delivery and customer service expectations;
- Services and products provided by suppliers fully meet requirements;
- The quality management system including the quality objectives will be reviewed regularly to ensure that it is fit for purpose, effective and fully meets requirements;
- The results of all review activities are adequately communicated to staff; and
- We will strive to meet all relevant statutory and regulatory requirements.