



Spraymarks Road Marking Ltd is committed to providing quality products and services to all of our customers.

This is achieved by committing to focusing on our customer's needs and developing products and services which will exceed the customer's expectations (well designed, customer friendly, durable and functional and safe to use)

The organisation will establish policies, programmes and practices to reduce risk to the organisation and conduct business activities in an effective manner, while meeting statutory and regulatory requirements.

The organisation is committed to the continuous improvement of all of its processes in the Quality Management System.

The organisation has determined that:

- Through communication it can find innovative tools to improve the service to its customers.
- Through training and assessment of our employee's skills, and provision of appropriate resources, it will meet the customer's needs and ensure it remains customer focused.
- The organisation will review the performance and effectiveness of its systems through robust management review and internal audit processes.
- Objections and improvements will be established, reviewed and implemented as part of the improvement and corrective action processes.

Policy authorised by the Director:

Name: Darcy Prendergast

Sign: 

Created by: Kellie Smith on Monday, 08/09/2025
Approved by: Kellie Smith on Monday, 08/09/2025
Published by: Kellie Smith on Monday, 08/09/2025