

# Quality Management System Policy Statement

TO DEVELOP A QMS WHICH SATISFIES THE REQUIREMENTS OF BS EN ISO 9001:2000, WHICH, IS BASED ON CONTINUOUS PROCESS IMPROVEMENT AND THE AVOIDANCE (RATHER THAN THE DETECTION) OF PROBLEMS

IN DOING SO KNK WILL SUPPLY QUALITY SERVICES AIMING TO EXCEED CLIENT EXPECTATIONS AND TO FULFIL ALL LEGAL AND REGULATORY REQUIREMENTS.

TO ESTABLISH STRONG RELATIONSHIPS WITH BOTH CLIENTS AND SUPPLIERS WHICH CONTRIBUTE TO IMPROVING THE QUALITY OF SERVICE PROVISION OF SUPPLIED PRODUCTS/SERVICES.

TO DESIGN AND CONTINUALLY IMPROVE THE QMS BASED ON EMPLOYEE INVOLVEMENT, TO PROVIDE ALL EMPLOYEES WITH THE TRAINING, RESOURCES AND SUPPORT REQUIRED, TO MAINTAIN THE QUALITY POLICY REQUIREMENTS AND TO USE STATISTICAL TECHNIQUES WHERE APPROPRIATE TO MONITOR OUR PROCESSES AND TO IDENTIFY PROBLEMS.

TO SET MEANINGFUL OBJECTIVES THROUGH THE FRAMEWORK OF THE MANAGEMENT REVIEW WHICH WILL THEN BE CONVERTED INTO INDIVIDUAL MEASURABLE OBJECTIVES FOR ALL RELEVANT EMPLOYEES AND FUNCTIONS, AND ENSURE THAT THEY ARE TRACKED AND REVIEWED THROUGH THE QMS PLANNING PROGRAMME.



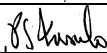

TO PROPERLY COMMUNICATE THE POLICY AND OBJECTIVES TO ALL EMPLOYEES AND TO GIVE INDIVIDUAL RESPONSIBILITIES AND ACCOUNTABILITY FOR THE QMS TO EMPLOYEES.

TO ESTABLISH AN ENVIRONMENT THAT SUPPORTS THE PRODUCTION AND DELIVERY OF HIGH QUALITY SERVICES AND TO ACTIVELY ENCOURAGE EACH EMPLOYEE TO REALISE HIS OR HER FULL POTENTIAL.

TO FOSTER THE CONCEPT OF TEAM APPROACH WITHIN THE ORGANISATION, BASED ON INCREASING THE COMPANY'S COMPETITIVENESS BY WAY OF IMPROVED QUALITY AND PRODUCTIVITY.

KNK'S QUALITY POLICY AND CURRENT OVERALL OBJECTIVES ARE DISPLAYED AS SYMBOLS OF COMMITMENT AND REMINDERS OF OBJECTIVES. EACH NEW EMPLOYEE IS PRESENTED WITH A COPY OF THE QUALITY POLICY AS PART OF THE INDUCTION PROGRAMME. ALL EMPLOYEES ARE ISSUED WITH A COPY OF THE QUALITY POLICY WHENEVER THERE IS A CHANGE OR AMENDMENT TO IT.

THIS POLICY IS REVIEWED FOR CONTINUING ADEQUACY AND SUITABILITY AT MANAGEMENT REVIEW.

	Signature	Date
<b>Operations Director</b>		1 May 2009
<b>General Manager</b>		1 May 2009
<b>Quality/Environmental Mgr</b>		1 May 2009
<b>Supply Chain/Partnering Mgr</b>		1 May 2009