

It is the policy of Clipfine to supply service of the highest quality to its clients and thus ensure client satisfaction.

Clipfine places high on its list of priorities client needs and where possible endeavours to provide a service tailored specifically for individual clients.

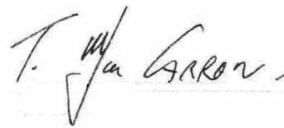
We recognise the overriding importance of achieving client satisfaction and aim to provide a high quality cost-effective, reliable and professional service.

Emphasis has been given to establishing and developing good relationships with internal and external parties and to enhancing and improving the status and performance of Clipfine Limited. Our overriding aim is to continually improve in all aspects of service performance, through Quality Management and the application of the eight principles of ISO9001: 2008 which are:-

Continual Improvement, Customer Focus, Factual Approach to Decision Making, Involvement of People, Leadership, Mutually Beneficial Supplier Relationships, Process Approach, Systems Approach.

To achieve this aim all the company's personnel work in accordance with the procedures detailed in the Quality System and through the application of the QMS in all of its activities contracts can be executed safely, on time, to the agreed budget and profitably.

We will achieve business excellence and improve our services by identification, measurement, monitoring and analysis of appropriate performance indicators including customer satisfaction or dissatisfaction through application of appropriate feedback mechanisms within the Quality Management System and to ensure that service and quality improvements can be targeted and achieved.



T. MacCarron
Chairman

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17.07.09

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