



PROJEN PLC provides Professional Engineering and Project Management Services to the Pharmaceutical, Chemical, Food, Waste, Petrochemical and General Manufacturing Industries.

The PROJEN PLC Quality Management System has been developed in accordance with the requirements of BS EN ISO 9001:2008.

PROJEN's Quality Policy embodies a commitment to continually review and improve its product and services supplied to its clients by:

1. Continually measuring, monitoring and analysing customer feedback and satisfaction levels, taking appropriate action to deal with any problems or adverse trends indicated and implementing viable opportunities for improvement
2. Conducting management reviews to assess and continually improve the effectiveness of all aspects of the quality system and to establish, implement and review specific measurable improvement objectives based on analysis of client satisfaction and complaint information, internal audit results, product/process data and analysis of other applicable information and data
3. Continually training its staff using a competency based system, to deal with all aspects of their job. Measuring, monitoring and analysing staff satisfaction using appropriate communication forums and taking necessary action to deal with any problems indicated

A handwritten signature in black ink, appearing to read 'D J Elliott', with a long horizontal stroke extending to the right.

D J Elliott
Business Support Services Director
Date: 12th January 2010

