

## QUALITY POLICY

FVH Facility / The Solution is the Middle East premier damage repair and restoration service. Established in 2013 and operating across the Middle East, we have developed a range of innovative techniques for repairing damage such as scratches, dents, chips, burns and stains to all types of internal and external surface – wood, metal, UPVC, stone, ceramic, laminate, granite, marble and glass. The standard of finish achieved by our technicians is such that the repair is virtually impossible to detect. The organization has taken into consideration the context of its own organization and the needs and expectations of interested parties supporting its strategic direction.

The organization will:

Ensure that the customer needs and expectations are determined and fulfilled or exceeded with the aim of achieving customer satisfaction.

The management will:

- Establish objectives at various levels and functions throughout the business and ensure continued monitoring of the objectives;
- We will be committed to continually improving our quality; and
- Ensure that the policy is communicated, understood and applied within the organization at all levels.

This quality policy will be maintained as documented information, monitored and reviewed to ensure on going suitability and updated accordingly. The organization shall ensure that the policy is communicated to all relevant parties as appropriate.



Official partner