

Quality Policy

Business in Focus Limited is committed to providing excellent services to its customers throughout the Southeast Wales region and beyond.

It will achieve this through:

- an on-going commitment to the continuous improvement of its services
- ensuring that all its staff are committed to customer satisfaction
- providing a platform for its employees to develop the services they deliver to both internal and external customers
- providing opportunities for employees to develop new skills and competences relevant to the business direction
- continued registration to ISO 9001 and an ongoing commitment to continually improve the quality management system by establishing and reviewing relevant quality objectives
- continued registration to Investors in People

Business aims and objectives

Business in Focus Limited aims to:

- stimulate and promote the creation of new enterprises which will contribute to the improvement of the Welsh economy
- provide high value services which will facilitate the growth and development of existing small firms
- develop its products and services in line with client needs and both local and national government policies to support the achievement of local and national targets for enterprise development
- develop and maintain constructive working relationships with its key partners and contractors
- make a valuable contribution to the business communities that it serves
- develop profitable new business opportunities both in the UK and overseas

Business in Focus considers its application of ISO 9001:2015 to be instrumental in the achievement of its goals.

A handwritten signature in black ink, appearing to read "Leif Evans".

Chairman

A handwritten signature in black ink, appearing to read "Katy Chamberlain".

Chief Executive