



Quality Policy Statement

Lanes (South East) Limited is committed to achieving Quality by:-

1. Providing products and services (a) that meet customer's needs for fitness and purpose and (b) that are right first time, every time and on time and (c) delivered with commitment, enthusiasm and openness (d) provide 100% customer satisfaction, 100% of the time.
2. Consistently meeting the needs of our customers against defined standards, to continuously improve those standards and to make sure they keep coming back.
3. Agreeing to a standard and achieving it.

Our continued success depends on achieving these aims and on earning the loyalty of our customers. We are committed to a policy of offering customers the best value for money with a fast, courteous and professional service.

In the event of a complaint, Lanes (South East) Ltd will address and investigate the complaint with immediate effect, ensuring the customer is communicated with at all times to ensure the matter is resolved and a satisfactory conclusion is met at the earliest possible time.

Wayne Yorath

Managing Director