

QUALITY POLICY



BUCHANAN
& EDWARDS

Buchanan & Edwards QUALITY POLICY

The Buchanan & Edwards Quality Policy is to achieve customer satisfaction by integrating quality into the services we deliver.

We strive to deliver services to our internal and external customers that meet or exceed their requirements and are accurate, available on time, and within budget.

Buchanan & Edwards employees are specifically charged with maintaining a commitment to satisfying customer and regulatory requirements and expectations. Buchanan & Edwards continually strives to improve the quality of our services by managing, evaluating, and maintaining the operation of a Quality Management System (QMS) that complies with the ISO 9001 standard.

At Buchanan & Edwards, quality is our foremost priority and the responsibility of each employee, subcontractor, and consultant. All personnel are expected to adhere to the policies and processes of the QMS as documented in the Buchanan & Edwards Quality Manual.

Buchanan & Edwards Quality Objectives

- Achieve customer satisfaction for external customers.
- Provide complete and accurate services.
- Deliver our services on a timely basis.
- Provide our services within the established operating budget while maintaining a high level of quality.

Brian Karlisch, CEO