

Here at Neo Granite Limited, we specialise in the crafting of granite, marble, quartz, sintered & mineral stone to your bespoke requirements for any application including kitchens, bathrooms, swimming pools, bars, flooring, vanities and reception areas. We pride ourselves on excellent customer service and the quality of our work which is all carried out, from survey to installation, by our own specialised team.

We believe that customer satisfaction is vital and that we must meet the requirements in terms of the products and services we provide, with a goal of continually seeking to improve them.

It is our policy, and we are committed to:

- Fully meet our customers' requirements by assuring the quality of products manufactured, and services provided meet and /or exceed their expectations
- Consistently deliver expert services in a timely and accurate manner, through a team of highly motivated competent personnel
- Support the provision of products and services with state-of-the-art facilities and equipment, well-defined processes and excellent training programs. The management will adopt a culture that fosters integrity, sense of responsibility, and continual improvement through compliance with the Quality standard
- Set and monitor Quality measurable Objectives and Targets as well as determine the Actions to achieve the Objectives and Targets
- Comply with statutory and other requirements.

All our employees have a positive commitment to quality issues and respond quickly and effectively to achieve the performance standards required of them.

The Company recognises that to provide a continually high standard of service, a formalised Quality Management System needs to be employed.

The system operated at Neo Granite Limited complies with ISO 9001 standard

Management and employees of Neo Granite Limited are committed to ISO 9001, and working to the procedures set out in their Management System.

This Quality Policy provides a framework for establishing and reviewing Quality objectives, is communicated to workers, and is available to relevant interested parties upon request.

Signed



Marco Pernes
Managing Director