

QUALITY POLICY

DIAPLAM LIMITED recognises the importance to its future by adopting a strategy, which bases the development of its business on the pursuit of quality throughout the organisation.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect client and business requirements, will result in the continual satisfaction of client needs through the provision of a consistent service.

DIAPLAM LIMITED operational systems are defined in a documented Management Manual that provides clear guidance on the systems that are to be followed. It is the intent of DIAPLAM LIMITED that the Management Manual should satisfy, as a minimum, the requirements of ISO 9001:2000.

The company's goal is to achieve client satisfaction through the delivery of agreed client requirements, and the continual improvement of the company's operational systems.

The goal of continual improvement will be managed by reviewing the operational systems, setting objectives for areas of improvement, which will then be regularly reviewed and revised.

The requirements of this policy will apply to all personnel who affect the quality of the service provided by the company to its clients.

Signed



P. IVANOV
Director

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