



## QUALITY POLICY

1. LYNX will consistently provide services that meet or exceed the requirements and expectations of our customers.
2. LYNX shall respond to client enquiries and service calls within 12 hours. Should more time be required the client will be informed and kept updated.
3. LYNX shall provide adequate training to enable each employee to do their job right the first time and every time.
4. LYNX shall take corrective action to resolve issues and take steps to ensure non-reoccurrence to constantly improve our quality of service and reduce the costs.