

## Quality

Kenyon's Quality Management System supports continuous improvement in service quality. We are accredited to ISO 9001:2000.

Kenyon's Quality Manager has access to all areas of the business to ensure a positive and reliable customer experience over and above expectations.

Customer value criteria are represented through Key Performance Indicators, and performance is measured against these. The implementation of value-added services in line with these unique criteria ensures that Kenyon delivers client requirements in an externally verifiable manner.