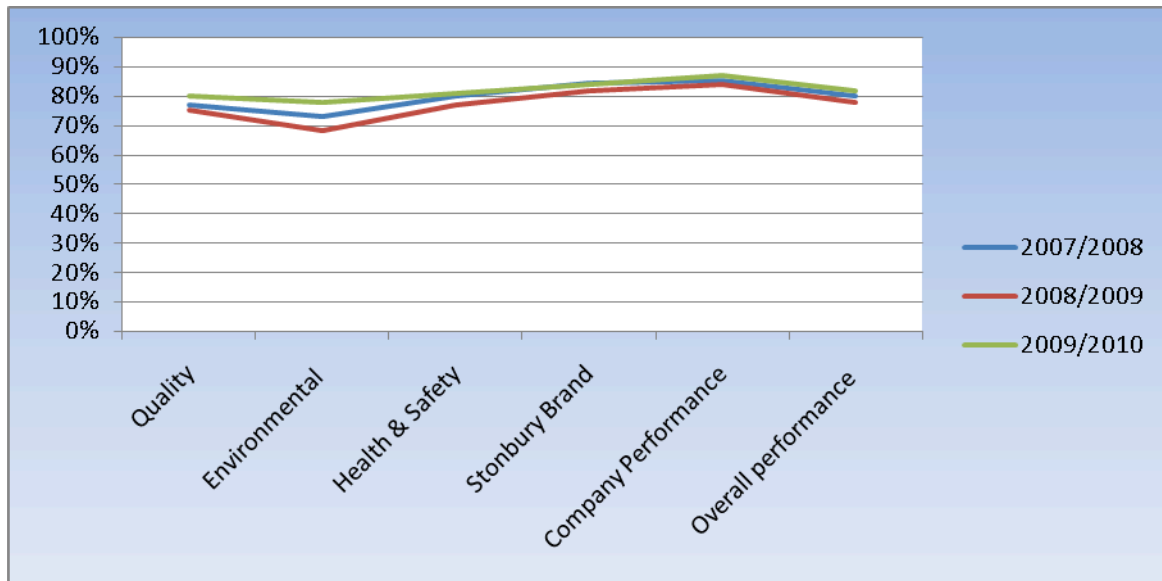




Stonbury Client Satisfaction Survey Results 2007 - 2009

Stonbury Ltd in late 2007 revised its ISO 9001 Quality Management system so that the company could measure its performance through client satisfaction surveys. Using continual improvement as the driving force a system was created whereby randomly selected clients are emailed Client Satisfaction Questionnaires. To date Stonbury response rate to these questionnaires exceeds 60 %.

Client Satisfaction Survey 2007 Dec – 2010 July



Stonbury are very pleased to be able to demonstrate the 10 % increase in the companies green credentials borne out by the improvement of in Environmental scores following accreditation to ISO 14001/ 2004.