



Quality Policy

It is our intent to demonstrate an ongoing and determined commitment to maintaining a quality management system using the ISO 9000 family of standards as a framework for our business.

We are committed to achieving excellence through:

- Preparing and implementing programmes to improve the management of quality.
- Establishing and setting quality objectives and targets and closely monitoring their implementation.
- Empowering employees to be proactive in suggesting improvement to the processes, procedures and related documentation.
- Developing and training employees in quality management and delivery.
- Consulting employees on quality related matters.
- Providing sufficient resources to enable this policy to function effectively.
- Complying with applicable regulatory, customer and other requirements.
- Conducting regular internal audits and management reviews.
- Seeking feedback on performance from stakeholders, including our customers, supply chain and employees.
- Implementing mechanisms that encourage best practice and drive innovation.
- Stimulating a commitment amongst all employees and suppliers to provide the delivery of service required by our customers.
- Ensuring this policy is regularly reviewed and communicated to all employees and stakeholders.

Our policy will be delivered by generating a culture that actively encourages best quality management practices and ensuring the real involvement of all our people, our supply chain and stakeholders

Nick Osborne
Managing Director

A handwritten signature in black ink, appearing to read 'Nick Osborne'.

10/01/20

Policy review: This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended, as necessary.