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Business Management System

Section 13: Quality

Part 1 – Quality Statement

Quality Policy

The following statement is the Quality Policy of the Organisation and applies to any work undertaken. We will work to the highest Quality and Standard for our Clients. To meet this commitment, the Organization will operate under the control of a Quality System laid down in the **ISO 9001:2015** series of standards. It is the Company's objective to operate and review this Quality Policy continuously by the Management and to implement and operate fully the **ISO 9001** Standard through registration and annual review.

Our focus is to continually develop and improve our Quality Management System (QMS) to ensure that it provides a platform to extend the range of products and services that we provide, and to meet and exceed our customers' requirements and expectations.

We have a strong management team, the members of which are committed to the principles of the standard and ensure that they are promoted and communicated with the organisation to support the achievement of corporate objectives. To ensure overall success of the system we will:

- Comply with all applicable national and international laws and statutory regulations.
- Follow the concept of continual improvement.
- Establish and communicate measurable quality objectives within the organisation.
- Select, approve, and evaluate our suppliers to ensure that we are working with the best partners possible.
- Gather and monitor customer feedback.
- Commit to an internal audit programme to ensure the ongoing effectiveness of the QMS.
- Adopt a process approach to our internal systems and continually risk assess them.
- Provide training and development opportunities for all staff members.
- Hold an annual Management Review meeting, supported by regular review meetings throughout the year.

The Company has a commitment to continual improvement of the Quality System by improving Customer Satisfaction via the Customer Complaints System.

It is the Company's belief that, in applying these standards, it will be able to meet the requirements of its Customers and Industry.

Managing Director :

March 2020



Luke Roche