Form Title: Quality Policy
Form Ref: POL 002
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QUALITY POLICY STATEMENT

The Company recognises that the provision of a consistently high standard of product and service is the keystone of our success, reputation and the total satisfaction of our customers.

We will constantly aim to:

- Identify objectives across the business, aimed at continuous improvement of the Quality Management system and enhancing customer satisfaction
- Be open to new ideas and adaptive to change
- Be resourceful and innovative in meeting our customers' needs and expectations
- Effectively analyse data, customer satisfaction and conformity to service requirements, in order to identify opportunities for preventive action and continuous improvement and to measure the effectiveness of the Quality Policy
- We commit to working with customers and other interested parties to establish and maintain the highest quality standards.
- Establish measurable quality objectives, which will be periodically reviewed to track progress and ensure that they remain relevant to the business. We will ensure that this policy is communicated to and understood by all members of staff

This policy is based on the principles of BS ISO9001:2015.

This policy will be reviewed annually as part of the Management review process to ensure its continued relevance and adequacy.

Signed: 

Name: R. Richardson

Role: Managing Director

Date: May 2026

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