

Quality Management Policy Statement

1. Purpose

The purpose of this Quality Management Policy is to ensure that our organization consistently meets or exceeds customer expectations and regulatory requirements through the effective implementation of our Quality Management System (QMS) based on ISO 9001 standards.

2. Scope

This policy applies to all employees, departments, and processes within our organization. It encompasses all activities that impact the quality of our products and services.

3. Quality Objectives

- To achieve and maintain a high level of customer satisfaction.
- To continually improve our processes, products, and services.
- To ensure compliance with all relevant regulatory and statutory requirements.
- To enhance the skills and competencies of our employees through ongoing training and development.

4. Commitment to Quality

Our organisation is committed to:

- Implementing and maintaining a QMS that complies with ISO 9001 standards.
- Continually improving the effectiveness of our QMS.
- Setting and reviewing quality objectives and targets regularly.
- Ensuring that all employees understand and adhere to this policy and the QMS.
- Providing the necessary resources to achieve our quality objectives.

5. Responsibilities

- **Top Management:** Responsible for establishing, implementing, and maintaining the QMS. They will ensure that quality objectives are aligned with the strategic direction of the organization.
- **Quality Manager:** Responsible for overseeing the QMS, conducting internal audits, and reporting on the performance of the QMS to top management.
- **Employees:** Responsible for understanding and following the QMS procedures and contributing to the achievement of quality objectives.

6. Continuous Improvement

We are committed to the continuous improvement of our QMS through:

- Regular internal audits and management reviews.
- Analysis of data and feedback from customers and stakeholders.
- Implementation of corrective and preventive actions to address non-conformities and potential issues.

7. Communication

This policy will be communicated to all employees and made available to interested parties. It will be reviewed periodically to ensure its continued suitability and effectiveness.

A handwritten signature in black ink that reads 'S Harrison'.

Steve Harrison
Managing Director

14th November 2025

Document Control:

Date	Author	Changes	Approved by	Version
18/11/24	Head of Risk & Compliance	1 st Issue	Managing Director	1.0
14/11/25	Head of Risk & Compliance		Managing Director	2.0

