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## Policy 16: Quality Policy Statement

It is our policy to provide our customers with a service that fulfils their specified requirements. To assist this policy, we have prepared and implemented an Integrated Management system (IMS) which conforms to the requirements of the ISO 9001:2015 standard which also takes into account our organisational context.

The management system supports adherence to the following principles:

- 1) Full commitment of all personnel to delivering a high quality of service and improving customer satisfaction. It is also our intention to monitor customer satisfaction by collecting and analysing feedback from our customers.
- 2) Full commitment of all personnel to active involvement in making improvements throughout all areas of our business.
- 3) Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements.
- 4) Full commitment to continually improving our management systems.
- 5) Full commitment to ongoing training and development of workers to ensure they have sufficient skills/training to complete tasks safely & effectively
- 6) Full understanding by all workers of long-term importance of achieving customer satisfaction and meeting all standards and requirements.
- 7) Appraisal and checks on all outsourced services and checks to ensure our approved suppliers understand and meet our quality requirements.
- 8) All workers are aware of and follow our integrated management system, associated procedures and policies and understand the process of continual improvement of our Management Systems.
- 9) Monitoring, auditing and reviewing the effectiveness of this policy statement and improving where necessary

*Being better never stops*



Quality objectives are reviewed and set at least annually during management review when this and all other policies are also reviewed and approved by the Director with the support of the management team.

This policy and our IMS is communicated and shared with all workers and also made available to any interested parties upon request.

Approved By  Director

Date Approved: 25<sup>th</sup> March 2026

Review Date: 5<sup>th</sup> January 2027

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