



Quality Policy

This policy is a demonstration of the organisations strategic objective to promote consistency and drive improvement across the organisation to ensure compliance with all applicable legislation and increase overall business performance.

Our organisation is committed to standards of service throughout the business that are intended to exceed our customer expectations. We operate our management system in accordance with the requirements of ISO 9001 and best practice principles, Leadership and with consideration of all of our customer needs.

Our customers' expectations are extremely high and they demand the best from both our products and service, we aim to satisfy these requirements at all times. This is achieved through the efforts of every employee taking responsibility for the quality of their own work, establishing appropriate objectives, delivering these objectives with strong committed Leadership. This in turn drive continual improvement.

The overall objectives of the management system is to ensure we,

- Provide consistent services and products that satisfy customer, statutory & Regulatory requirements.
- Take opportunity to ensure and enhance customer satisfaction.
- Address risk and opportunity associated with the business context and objectives
- Demonstrate conformity to QMS requirements

To help us achieve these overall objectives detailed improvement plans will be implemented in line with SMART principles whilst engaging recognised Quality Principles.

- Customer focus.
- Leadership.
- Engagement of people.
- Process approach.
- Improvement.
- Evidence based decision making
- Relationship management

The Leadership team will ensure that adequate resources (time, finance and personnel) are provided to deliver this policy. This demonstrates our commitment to our staff, customers, business success. We are committed to the continual improvement of our business performance, management system and the requirements of ISO 9001. We will ensure our staff are, at all times, competent to deliver the service by ensuing their ongoing development through training and review.

The Quality Policy is published throughout the company to ensure it is fully understood by all members of staff. It is also available on request to any interested party and is subject to review periodically, or as a result of any significant change which may have an impact the delivery of the Policy.

Date: 31/01/2022

Name: Anita Lane, Mark Lane.

Two handwritten signatures in black ink. The first signature is "A Lane" and the second is "M Lane".

Position: Directors

Review 12 months.