

# Quality Policy

**The purpose of our quality management system:**

The purpose of our quality system is to enable us to consistently provide products and services that meet our customer and legal requirements.

**To enable us to fulfil this aim:**

We have incorporated risk-based thinking throughout our quality system processes to minimise the effects that uncertainty can create, which could have a negative impact on the delivery of quality.

This enables us to control potential negative impacts and ensure we continuously develop our business to meet and where possible exceed our customer's expectations.

We will continuously develop our services with the support of our supplier network and staff whilst meeting the necessary regulatory requirements.

**The Objectives we plan to achieve through our quality system are as follows;**

- To consistently review and develop the products and services we provide to our customers
- To review our customer feedback of their perception of the products and/or services we provided
- To review any customer complaints we receive and act quickly to resolve their concerns
- To review complaints received for trends and create improvements to minimise the risk of negative impacts on customer satisfaction
- To review our customer concerns and warranty requests to address risks and opportunities for improvements
- To review the opportunities we have taken to improve our quality system
- To review the current scope and strategic direction of our business
- To review our business objectives and set new targets / KPI's as required
- To review the service and product relationship with our external providers and interested parties
- To review our ability to consistently meet the legal requirements affecting our organisation

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