



## QUALITY POLICY STATEMENT

Quality is important to our business because we value our customers. We strive to provide our customers with a service that meet or even exceed their expectations.

The aim of our quality management system is to ensure that:

1. We deliver a quality service to maintain excellent customer relations.
2. Customer satisfaction remains inherent to our business.
3. Our customer requirements have been fully understood and met.
4. All work is carried out consistently to a defined standard.
5. We have the skills and resources to fulfil our customer requirements.
6. Our staff are fully trained and involved in quality improvement.
7. We only use services that meet our own quality standards.
8. A professional approach to customer interface is maintained at all times.
9. Any complaints are dealt with efficiently and within an acceptable time period.

The management of the company will strive to continuously improve their operations by listening to ideas that come from the employees, and keeping abreast of new technology and working practices that could be applied. These will be evaluated at the annual Management Systems review meeting.

Though the Chief Executive Officer has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Signed: \_\_\_\_\_

Chris Lee

**Position:** Chief Executive Officer

**Date:** January 2025



## **NON-CONFORMITY (QUALITY IMPROVEMENT) PROCEDURE**

This procedure is designed to assist in identifying and implementing corrective action on notified non-conformities identified within the business, to help drive efficiency and quality services delivered to its customers.

The non-conformity procedure underpins the organisation's Quality Policy and the need to continuously improve its quality and service in all aspects of the business.

### **1.0 Reports**

1.1 Reports of non-conformance may result from audits or may occur as part of routine operations where an individual or department might identify a non-conformance. This procedure works in conjunction with:

- External Audits
- Operation failures
- Customer complaints
- Incident Investigations

1.2 It is the responsibility of the management team to bring suspected non-conformances to the attention of the Chief Executive Officer or other nominated Manager, as soon as is reasonably practicable.

### **2.0 Raising a Non-conformances Report**

2.1 On notification of a non-conformity is the responsibility of the Chief Executive Officer or nominated Manager, to prepare and issue a Non-Conformance Report (NCR), on confirmation of a non-conformance in line with the aforementioned criteria.

2.2 The non-conformance report will be completed and recorded on the non-conformance register for tracking purposes.

2.3 The non-conformance report must have all its fields completed, through to the findings of the investigation.

### **3.0 Investigating and Findings**

3.1 The appointed responsible person must investigate and record whatever the non-conformance has been identified, the underlying cause(s) of the non-conformance so that appropriate corrective action(s) are taken to rectify the issue. Preventative action such as implementing, modifying or enforcing procedures or other controls as identified, are taken to avoid repetition of the non-conformance.

3.2 Any corrective or preventive action taken to address the causes of the non-conformance must be appropriate and proportionate to the magnitude of the problem(s).

3.3 On completion of implantation of any identified control measures, for the interest of the raised non-conformance report, the report must be filed within the non-conformity folder and the tracking form status updated and signed off by the investigating manager.

### **4.0 Change and Review**

4.1 Any changes to the operations and/or processes within the business as a result of corrective or preventive action taken, will be reviewed and discussed at management meetings to measure the effectiveness of those changes.

## 5.0 Reoccurrence

5.1 Repeated non-conformances of the same nature or significant deviations from procedures (e.g., disregarding of the procedure or company rule), will be reported to the Chief Executive Officer and the responsible manager.

5.2 A meeting will be scheduled to discuss the reported deviation(s), to ascertain the most effective action to be taken.

## 6.0 Review of Procedure

6.1 This procedure will be reviewed in line with the organisation's Quality policy. Any amendments made that affect the procedure, will be communicated to the relevant staff.



**Signed:** \_\_\_\_\_

Chris Lee

**Position:** Chief Executive Officer

**Date:** January 2025