



Unit 14, Eddystone Road,  
South Hants Industrial Park  
Southampton SO40 3SA  
Tel No: 02380 864829

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## Quality Policy

We are fully committed to the needs and expectations of our customers. We recognise the important role that all our interested parties play to ensure that these needs and expectations can be met. Our company's quality intent is driven by this policy and has been established to convey this to all our interested parties.

### **Important Definitions:**

**Product Quality** – We rely on our suppliers (including subcontractors) to provide components which are of a high standard and we expect that all materials are manufactured to recognised international standards as such will have a good finish and meet the specifications and tolerances required and have been preserved without any product quality degradation. To ensure this we have a Suppliers Quality Terms and Conditions that are sent to all our Suppliers and Sub-Contractors when orders are produced.

### **Product Safety**

We are dedicated to supplying products of a high standard and our commitment to Product safety is paramount. We have adopted a Product Safety Policy that have set out principles to continually improve our approach to Product Safety, including:- Accountability, Continual Improvement and Conforming Products.

**Service Quality** - Providing regular communication with our interested parties, always in a polite and friendly manner with a speedy response to requests, whether this is for information, quotes or delivery of product.

**Quality Management System** - To add value to our customers and to compliment the product and service quality provided we have chosen to operate a system which complies with ISO9001:2015, BS EN 9100( AS9100) and BS EN 9110 (AS9110) Quality Management Systems - Requirements. We benefit from the Plan Do Check Act (PDCA) methodology and risk-based thinking. The outputs are in the form of documented information (e.g. policies, procedures, records) in a combination of paper and electronic media. We omit the Design Element to all standards.

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3	04/09/2018	Directors	Directors

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**Organisational Context** – We have established objectives and performance measures which are aligned to the long-term purpose and direction of the organisation. Internal and external factors can have positive or negative impact on this e.g. values, culture, knowledge, legal, competitive, technological. This is about understanding the company in its entirety and identifying those impacting factors.

**Interested Parties** - These are parties who may have impact on us or can be impacted by our operations resulting in product or service quality failures. We have defined these as Customers, Material Suppliers, Couriers, Consumable Suppliers, Infrastructure Providers, Employees, Shareholders, Providers of Professional services e.g. Accountants/Consultants, Vehicle Repairers, Inland Revenue, Companies House.

**Risk** – This is our exposure to loss or our potential for failure to provide our customers expected product or service quality. With the aim of eliminating product, process, system, equipment and personnel failures, through Risk Assessment basis.

**Opportunities** – Enhancements to product, process, system, equipment and personnel, which in turn supports continual improvement of the Quality Management System.

**Performance Review** - To measure the effectiveness of our quality management system we regularly measure and monitor our performance, including quality objectives to demonstrate that we are achieving high levels of quality and to facilitate continual improvement of our Quality Management System. At least annually Top Management review the long-term purpose and direction of the company against these objectives at a Performance Review Meeting. Business performances and Process Performances are collated monthly and measures against our KPI's to ensure that monitoring is ongoing.

**Implementation of this policy is through:**

Compliance with relevant legal and regulatory requirements;  
Review of the organisations long term purpose and direction;  
Establishing and reviewing quality objectives along with measures and actions required to achieve them;  
Identify our business context, interested parties, risks & opportunities;  
Effective supplier evaluation and monitoring system;  
Effective products, processes, systems, equipment and personnel  
Performance reviews;  
Internal & external compliance audits;  
Robust documentation and record system.

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This policy will be subject to review at the annual performance review meeting or sooner if required and will be made available to our interested parties through our company website.

Simon Gooch                      04/09/2018

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Signed (Director)    Date

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