

# Quality Management System

## Quality Policy Statement

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Working in strategic partnership with our customers, we strive to provide

- Cost and delivery certainty
- Accountability both as individuals and as a team on delivering our commitments
- Innovation and value led solutions
- Professionalism, and an ease of doing business with.

Our Directors, Management and colleagues uphold the values of

- Making a positive difference in our customers' success
- Making Sudlows a great place to work, through success and personal development
- Always doing the right thing, even in difficult circumstances

Sudlows is therefore committed to:

- The enhancement of client satisfaction
- The development of our staff
- Partnership working with our supply chain partners
- Develop and improve the Integrated Management System
- Continually improve the effectiveness of the Integrated Management System

In support of this Sudlows also has a continuing commitment to:

- Ensuring that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
- Communicating throughout the organisation the importance of meeting client needs and all relevant statutory and regulatory requirements
- Comply with all relevant legislation, standards and codes of practice and with other requirements to which the Company subscribes
- Developing all individuals to fully understand, effectively implement and maintain the integrated management system; encouraging and supporting individuals to enhance their skills, knowledge and careers
- Communicating with individuals and supply chain partners so all personnel understand the requirements of this Quality Policy and associated objectives.
- Establishing policy and objectives which ensures compliance with all relevant statutory and regulatory requirements and other requirements to which the Company subscribes
- Constantly monitoring its quality performance and the effectiveness of the integrated management system, implementing improvements when appropriate
- Regular management review of the performance of the integrated management system, the achievement of objectives and the continuing suitability of the Quality Policy.

The Directors will set key objectives based around these policy principles with quantifiable delivery targets supported by focussed programmes to deliver them. The Directors will review this policy annually and ensure it is made available to all staff.

Signed:



Date:

01/08/2018

Review Date:

01/08/2019

John Collins, Managing Director