

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.
- Developing partnerships when working with supply chain organisations and individuals.
- 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, understood and fulfilled with the aim of achieving client satisfaction.
- 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.
- Constantly monitoring our 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. This policy annually and ensure it is made available to all staff.

Signed:

John Collins, Managing Director

Date: 31.07.2023

Review Date: 31.07.2024