

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 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
- Collaborative 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, 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.

This policy provides the framework for establishing, monitoring and reviewing measurable quality objectives that support the organisation's strategic direction and commitment to delivering products and services that consistently meet customer, statutory and regulatory requirements. Sudlows is committed to continually improving the effectiveness of the Quality Management System, enhancing customer satisfaction and driving operational excellence through effective leadership, risk-based thinking and continual improvement. The suitability, adequacy and effectiveness of the Quality Management System, together with this policy and associated quality objectives, will be reviewed through the Management Review process to ensure they remain appropriate to the needs of the business and its interested parties.

Signed: John Collins- Managing Director

Date: 31.7.26

Review Date- 31.07.27