

3.1 - QUALITY POLICY

As a company, we recognise that in order to survive in an increasingly competitive market we must continue to exceed the expectations of our customers. Each year, these customer expectations grow more demanding in terms of quality and service, yet at a price that has to remain competitive within the market. Our goal is, therefore, to continually improve our products, processes, techniques and to achieve increased productivity whilst controlling costs. All this needs to be achieved whilst meeting the expectations of our employees, shareholders, customers, the local community, and other interested parties.

To help us achieve these goals we have implemented a Quality Management System that conforms to the requirements of the international standard BS EN ISO 9001:2015. We are committed to comply with the requirements of this standard and to continually improve the effectiveness of the Quality Management System.

The policy has been communicated within the company and is displayed on the various notice boards within the Widnes facility. It is also made available to suppliers and other interested parties.

The company holds regular management meetings to monitor the effectiveness of the QMS, an agenda is provided, and minutes are taken and maintained.

This quality policy provides the framework for establishing and reviewing quality objectives. We will set objectives annually and they will be included within this policy.

Our goals for 2023 are to:

- Conversion of landline telephone systems to cloud base/broadband system now priority
- Continue to Upgrade website and develop social media marketing plan to access new customers from other sectors.
- Source new innovative products and new supply chains
- Take one new Salesman to address succession planning and retention of skills
- Over time, convert the fleet to hybrid/electric vehicles to reduce costs and emissions as part of the Company's environmental objectives.
- Install two electric charging points for the fleet to reduce cost and emissions

To ensure that the system remains relevant to the needs of the company, it will be reviewed at least an annually.

To monitor and report on the QMS I have appointed an external Quality Consultant, who reports directly to me on quality issues and who shall represent the company during external certification visits.

Steve Allen
Managing Director

5th January 2023