

QUALITY POLICY

1. **General.** This quality policy addresses the specific requirements of ISO 9001:2015 standard not already covered in other general sections of the Integrated Management System (IMS) and confirms the company's continued commitment to both quality and continuous improvement in support of the organisations vision and strategic direction.
2. **Quality Policy and Accreditation.** It is the policy of this Company to obtain and retain customers by meeting all quality requirements in respect of both the products we manufacture, and the customer services that we provide. To enable us to demonstrate our commitment to quality we have adopted the ISO 9001:2015 standard and are currently employing the **British Standards Institution (BSI)** as an independent third party to monitor the quality aspects of our products and customer services, ensure continued compliance with all statutory, regulatory, legislative and contractual requirements and to include Stressline in their published register of firms of assessed capability.



3. **Management Responsibility.** In recognising the importance of the quality management system the Managing Director has appointed the Quality, Compliance and Training Manager as the Management Representative to:
 - Take accountability for the effectiveness of the companies Quality Management System (IMS).
 - Ensure the quality policy and quality objectives are established for the IMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the IMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
 - Promote the use of a process approach and risk-based thinking.
 - Ensure that the resources needed for the IMS are available; including training, support and encouragement.
 - Communicate the importance of effective quality management and of conforming to the IMS requirements.
 - Ensuring that the IMS achieves its intended results.
 - Engage, direct and support persons to contribute to the effectiveness of the IMS.
 - Promote improvement.
 - Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
 - Establish partnerships with suppliers and interested parties to provide an improved service.
4. **Management Representatives.** Those personnel holding the following appointments are designated

as management quality representatives within their individual remit.

Senior Managers (Sales and Marketing, Operations, Finance)
Quality Compliance and Training Manager
Human Resources Manager
Transport Manager
Operations Manager
Health & Safety Officer
Factory Supervisors
Engineering & Maintenance Manager

5. **Materials.** It is company policy that the materials used in the manufacture of the Stressline product range comply with the relevant British Standards specifications. Materials used are to be obtained only from properly accredited and approved suppliers in accordance with the company policy for materials and purchasing at 1-Annex D to Section 3.

6. **Quality Objectives.** Generally quality objectives will be set and reviewed as a function of the Managing Director and Senior Management forum (DSM). These overall objectives will be issued to other Department Heads during the management review process. They will in turn be disseminated by Supervisors and Line Managers down to individual functions and personnel. Quality objectives are to be reviewed at regular intervals to ensure progress. The standard quality objectives include:

- Reduce the overall cost associated with quality.
- Develop and deploy basic quality awareness and training for all employees.
- Execute a customer satisfaction survey and drive improvements based on results.
- Control non-conformity of products and processes through a collaborative inter-departmental process.
- Use the recommendations of Internal Audits to improve quality, processes and customer satisfaction.
- Promote the use of a process approach and risk-based thinking.

7. **Continual Improvement** The DSM are committed to Continual Improvement of the IMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

8. **Awareness.** This policy statement is brought to the attention of all employees of the Company, and is also to be displayed in a prominent position on department notice boards throughout the Stoney Stanton site. It is a mandatory condition of employment that all personnel comply with the agreed company directives, processes and procedures in maintaining only the highest levels of quality at all times. Previous versions of this policy are archived for reference. This policy is available to relevant interested parties, upon reasonable request.



Dated: 1st August 2017

Signed: _____
Chris Fox (Managing Director)