POLITIS
COMPANIES

ROADS2000 | Kerb Direct | PPHG | bbt TRANSPORT | PCSG

QUALITY POLICY STATEMENT

Purpose:
To affirm our commitment to delivering products and services that meet or exceed customer expectations and to continually improve our quality management system.

Scope:
This policy applies to all employees, processes, and activities within the company.

Policy Statement:
Our company is dedicated to achieving the highest standards of quality in all aspects of our operations. We are committed to continuous improvement, customer satisfaction, and compliance with relevant standards and regulations.

Responsibilities:

1. **Management:**
   - Provide leadership and resources necessary to support the quality management system (QMS).
   - Establish and communicate quality objectives that align with the company's strategic goals.
   - Ensure compliance with applicable quality standards, regulations, and customer requirements.
   - Foster a culture of quality throughout the organisation.

2. **Quality Team:**
   - Develop, implement, and maintain the QMS in accordance with ISO 9001 or other relevant standards.
   - Conduct regular audits and assessments to ensure the effectiveness of the QMS.
   - Provide training and support to employees on quality processes and practices.
   - Monitor and report on quality performance and drive continuous improvement initiatives.

3. **Employees:**
   - Understand and comply with the company's quality policies, procedures, and standards.
   - Take responsibility for the quality of their work and actively participate in quality improvement activities.
   - Report any quality issues or concerns to their supervisor or the quality team.
   - Strive to meet or exceed customer expectations in all interactions and deliverables.

Key Principles:

1. **Customer Focus:**
   - Understand and meet the needs and expectations of our customers.
   - Solicit and act on customer feedback to improve our products, services, and processes.

2. **Continuous Improvement:**
   - Continuously seek opportunities to improve the quality of our products, services, and processes.
   - Encourage innovation and the adoption of best practices to enhance quality performance.

3. **Employee Engagement:**
   - Promote a quality-focused culture that involves all employees in the pursuit of excellence.
   - Provide ongoing training and development to enhance employees' skills and knowledge in quality management.

4. **Process Approach:**
   - Apply a systematic approach to manage and improve processes to achieve consistent and predictable results.
   - Use data-driven decision-making to identify areas for improvement and to monitor progress.

REF	ISO	USER	PURPOSE	FILE	RETENTION
		All Staff	Statement of commitment to Quality	Z:\Div 5 Systems Compliance\Div 5 Dept 1\1 Quality Assurance\1.1 IMS\1 Policies	7 Years

5. **Risk Management:**
   - Identify, assess, and manage risks that could impact the quality of our products and services.
   - Implement preventive measures to mitigate risks and enhance quality assurance.

Procedures:

1. **Quality Planning:**
   - Establish quality objectives and performance metrics aligned with the company's strategic goals.
   - Develop quality plans that outline the processes, resources, and activities needed to achieve quality objectives.

2. **Quality Control:**
   - Implement rigorous quality control processes to ensure that products and services meet specified requirements.
   - Use inspection, testing, and verification methods to detect and correct defects.

3. **Quality Assurance:**
   - Maintain a robust QMS that complies with ISO 9001 or other relevant standards.
   - Conduct regular internal and external audits to verify compliance and effectiveness.

4. **Training and Development:**
   - Provide comprehensive training on quality management principles and practices.
   - Ensure employees have the necessary skills and knowledge to perform their roles effectively.

5. **Corrective and Preventive Actions:**
   - Investigate and address the root causes of quality issues and non-conformities.
   - Implement corrective and preventive actions to prevent recurrence and improve overall quality.

Monitoring and Reporting:

1. **Performance Monitoring:**
   - Regularly review quality performance data and analyse trends to identify areas for improvement.
   - Use key performance indicators (KPIs) to track progress towards quality objectives.

2. **Reporting:**
   - Prepare and communicate regular reports on quality performance to management and employees.
   - Provide transparency to customers and stakeholders regarding our quality achievements and areas for improvement.

Review:
This policy will be reviewed annually and updated as necessary to ensure its continued relevance and effectiveness in achieving the company's quality goals.

Approval:
This policy is approved by the senior management team and is effective as of.

NICHOLAS POLITIS
DIRECTOR
24 May 2024

CORRINNA POLITIS
DIRECTOR
24 May 2024