



Quality Policy

Issue: 20

Allfix Limited is committed to provide products and services that consistently meet the contractual requirements of all our customers. In support of this Quality Policy and in support of the clear guideline philosophy adopted by Allfix Limited the company will encourage a positive culture towards Quality, provide the appropriate level of resources, involve Company Directors and Management in the decision-making processes. The Company will monitor and review Quality Standards, Systems, Procedures, Changes, Risks, Needs, Expectations, Training, Objectives, Opportunities for Improvement and Customer Satisfaction.

To achieve this, the company is committed to these principles throughout the organisation:

- **Company Aims** -To grow the business organisation, gain wider recognition as a reputable business in its field and establish growth within a wide range of brands
- **Customer Focus** - A genuine understanding of the present and future needs of our clients is essential. The Company will continually review expectations of our clients and ensure they are realised through the quality of services that we provide.
- **Customer Satisfaction** - The Company will determine customer perception and monitor all feedback to ensure improvement whilst ensuring the company actively work to putting the “customer first”.
- **Improvement** - Allfix Ltd will strive to determine opportunities for Company improvement through regular Management reviews and continual improvement in Quality performance.
- **Needs and Expectations of Interested Parties** - The Company will determine the needs of all interested parties to the business to ensure what they need/expect are realized and that the parties interests are satisfied with continual review.
- **Management** - The Company is to ensure a Top management team inclusive of Directors and employees are responsible for quality expectations and procedures and they have the responsibility to flow down the quality system to all employees.
- **Objectives** - Set and determine the planning of measurable objectives whilst determining any risks associated with the objectives. To ensure the Objectives are at relevant functions and level within the organisation and to review these objectives.
- **Performance** - The company will constantly monitor its quality performance through internal audit, management review and customer feedback. The Company will continually strive to improve the service that it provides by implementing effective, corrective and preventive measures to the Customer and Supply chains, they will be monitored and assessed for their overall performance, quality of products, new and alternative product ranges and training in product innovations
- **Processes** - The Company will provide a Process orientated approach which clearly identifies the process activities of the business and outlines its controls, inputs, outputs and resources
- **Planned Changes** - The Company will ensure any changes to the business are planned ensuring all risks associated to proposed changes are considered and reviewed regularly.
- **Risk Management** - The Company adopts a Risk Based Thinking approach by determining the risks and opportunities to give assurance that the quality management system and procedures, needs and expectations, changes to the business can achieve its intended result, furthermore prevent, or reduce, undesired effects to achieve continual improvement.
- **Changes to Internal and External Issues** - The Company will identify its Strengths, Weaknesses, Opportunities and Threats within the organisation and determine where risks are associated, the Company will ensure they are identified and reviewed.
- **Statutory and Regulatory Requirements** - The Company is committed to review the continued compliance to Statutory and Regulatory needs including but not limited to *Health & Safety throughout all areas of the business*.
- **Training** - The Company will ensure all employees will be provided with the appropriate training, tools, skills and motivation to meet or exceed the services of our customer needs. Furthermore, provide customers with professional advice, training, certification on selected product ranges where this is a statutory requirement; and offer statistics on customer usages, trends and future requirements.
- **All employees** must be aware of their individual responsibilities for maintaining the quality standards and understand the reasons for maintaining the quality system. This quality policy has been approved by:

Managing Director

This Policy will be regularly reviewed by the: Safety & Quality Director and Top Management Team for relevance and suitability. The Policy is explained and discussed at the general induction training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to the Company and the Quality standards the employees are expected to achieve. The policy is posted in prominent locations throughout the organisation.

