



## Quality and Continuous Improvement Policy Statement

# “Seeking excellence through continuous improvement”

Our commitment to quality through continuous improvement is unwavering. We strive to exceed regulatory requirements and customer expectations, ensuring satisfaction through all our activities, products, and services. This policy outlines our approach to achieving outstanding quality by focusing on our customers, leadership, people, continuous improvement, processes, systems, decision-making, and relationships.

### Our Commitments

- **Customer Focus:** We are dedicated to understanding and meeting the needs and expectations of our customers, while also balancing the interests of other stakeholders. Listening to our customers is at the heart of our approach to delivering quality.
- **Leadership and Vision:** Our leadership team is committed to setting a clear vision, promoting core values, and fostering an environment where every employee is encouraged to align their work with these principles.
- **Employee Engagement:** We value the contributions of our people. By involving them in our development, leveraging their knowledge, and acknowledging their efforts, we create a workplace where everyone is motivated to excel.
- **Continuous Improvement:** We foster a culture of continuous improvement, where everyone is empowered to contribute to the improvement of our activities, products, services, and management systems.
- **Process Management:** Our operations are managed as cross-discipline processes, designed to meet specific objectives effectively and efficiently, ensuring seamless integration and quality output.
- **Systematic Approach:** We view our organisation as a cohesive system of interdependent components, working harmoniously to fulfil stakeholder needs and expectations.

- **Data-Driven Decision Making:** Our decisions are grounded in the logical and intuitive analysis of data, derived from accurate measurements of our products, processes, and organisational characteristics, ensuring informed and effective outcomes.
- **Collaborative Relationships:** We are committed to building and maintaining positive relationships with all our partners, working together to drive mutual improvements in performance.

### Implementation and Monitoring

- **Accountability and Leadership:** The Managing Director is accountable for this policy. Supported by Continuous Improvement Director, this policy shall be integrated into every aspect of our operations, ensuring that quality is not just a goal, but a fundamental part of our culture.
- **Engagement and Learning:** All employees will be engaged and learning quality principles, tools, and practices, ensuring that everyone has the knowledge and skills to contribute to our quality and continuous improvement objectives.
- **Review and Adaptation:** This policy will be regularly reviewed and updated to reflect new insights, changing customer needs, and advancements in quality management practices, ensuring that our commitment to quality remains at the forefront of everything we do.

Quality is the cornerstone of our success. By adhering to the principles outlined in this policy, we not only meet but aim to exceed the expectations of our customers and stakeholders, securing our position as a leader in our industry. We are committed to a journey of continuous improvement, driven by a passion for excellence, innovation, and the collective effort of our team.



Original Signed

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John Constable  
Chairman & Professional Head  
MIoD CMIOASH MCQI CQP MIEMA CEnv FCMI MIIRSM