

## **Quality Policy**

SPS is committed to effectively develop, implement, maintain and continually improve the quality management system in accordance with ISO 9001.

SPS are dedicated to supply quality products and services through continuously monitoring, measuring and improving:–

- Customer satisfaction
- The product range and requirements demanded by our customers
- The competence of our employees
- Cost efficiency
- Statistical data
- Internal communication
- Internal audits and action points

All in order to achieve growth and profitability through enhancing our services.

It is the responsibility of the management for communicating the companies' policies. The Quality Policy is provided and displayed at key points throughout the premises.

The Policy is communicated and displayed at strategic points within the business unit. Awareness of the Policy forms part of all employee's inductions.

All employees are committed to achieving the highest possible standards of quality, service and value to all our clients in accordance with the Company's Quality Policy.

The Board of Directors in liaison with other senior managers will set, and subsequently review functional performances, against a series of agreed measurement criteria, derived from the aims of the Quality Policy.

**Andy Peaty – Managing Director**

November 2020