


**CORPORATE DOCUMENT**

	<b>Department:</b> Compliance - Quality Assurance	<b>Effective Date:</b> 02/2020
	<b>QM2</b>	<b>Owner:</b> Colin Edge
	<b>Controlled</b>	
<b>Review Date:</b> 02/2021	<b>Related Docs:</b> QM1 Quality Manual	

**QUALITY POLICY**

At Anderselite our main objective is to continually improve and grow our business, whilst offering an exceptional service to our customers. We recognise the need to be compliant and conform to the requirements of all relevant legislation, regulations, standards and other requirements to which Anderselite subscribes.

Our customers are our primary focus - customer requirements are fully understood and implemented into business processes to ensure expectations are exceeded. We actively encourage customer feedback and promote a 'customer focused' culture throughout our business.

At Anderselite we are committed to the continual compliance to our Quality Management System throughout every office. We invest in our employees' development and dedicate resource to ensure awareness of quality responsibilities.

Anderselite will:

- *Ensure commitment to satisfy the applicable requirements of the latest version of ISO 9001.*
- *Identify risks to quality and implement action to eliminate the root cause and prevent their occurrence.*
- *Ensure a culture of quality excellence through leadership, quality management and a spirit of involvement by all managers.*
- *Work with our customers to establish and maintain the highest quality standard.*
- *Ensure we have first-hand understanding of our customers and the market place.*
- *Continually improve our tools and processes to ensure that we are maintaining high standards of service and best practice.*
- *Strive to eliminate all sources of errors and non-conformance by looking for opportunities to apply our continuous improvement approach and create competitive advantage.*
- *Continually monitor and measure our business performance.*
- *Audit our processes to ensure compliance and identify improvement actions to correct or prevent undesired outcomes.*
- *Establish the quality objectives necessary to achieve customer satisfaction.*
- *Ensure that all our employees are committed to the provision of quality training and development to enable business goals and objectives to be met.*
- *Drive employee engagement and encourage positive contributions from our employees.*
- *Maintain a company culture of teamwork in a safe work environment.*

This policy is communicated to all Anderselite employees and is available to other interested parties via our website. All managers and employees shall be fully committed to the requirements of this policy. Resources, training and information shall be made available to personnel to ensure this policy is fulfilled. This policy is regularly reviewed, allowing a true representation of the organisation to be portrayed at all times.

Every employee has an individual responsibility to help meet the requirements of this policy. All are invited to contribute ideas for better practices, through their Manager or directly to myself.



Colin Edge (Executive Director)  
Anderselite Limited

Date: 11<sup>th</sup> February 2020