

QUALITY POLICY STATEMENT

Person Responsible:	Mark Francis
Date Last Updated:	23/06/25
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Server Location:	Company General - Operations File - Policies_Procedures_Forms Matrix - Policies
Approved By:	Lisa Purvey
Change Identification:	Changes to the document will be underscored in green with a green border. (<u>Example of change</u>)

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Date of Issue	Revision Comments	Revision
11/07/2024		05
Approved By: Lisa Purvey		
Position: Managing Director		
Signed:	Date:	

The management and personnel of Calstan Mechanical Ltd are committed to providing a high-quality service in the area of Quality management by continually improving client service, human resource management and company operations

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive management are committed to the efficient operation and continual improvement of performance and the quality management system. To this end quality objectives are set and measured to facilitate effective and efficient review.

Development and training of employees is a top priority.

Human Resource Management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.

Management will provide adequate resources and training needed to continually improve the effectiveness of the Quality Management system.

The Company's commitment in meeting, and exceeding, these requirements secures a prosperous future and sets a unique standard for others to follow. The Directors will take into consideration the views of interested parties and the effect the company's activities have upon the environment.

We will :-

- Comply with all applicable statutory laws and regulations, and voluntary obligations.
- Continually improve our commercial and technical performance.
- Develop staff potential through career opportunities and training.
- Follow a concept of continuous improvement and make best use of its management resources in all quality matters.
- Provide an effective and continually improving quality management system that works towards the requirements of ISO 9001.
- Communicate our quality objectives and its performance against these objectives throughout the Company and to interested parties.
- Promote a real commitment to providing a quality product, successful handover and aftercare.
- Work closely with our Customers and Suppliers to establish the highest quality standards.
- Have a real understanding of our customers and their business requirements.
- Strengthen working relationships both internally and externally.
- Procure work not solely on price but by offering innovation and added value.

In fulfilling the above Quality Policy, the Directors recognise the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through elements of this Quality System such as internal audits, management reviews, corrective / preventive actions and training. Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system.