

# Quality Manual



## 3.2 Quality policy

R. Glover Ascroft Ltd has developed its Quality Policy with the principle aim of putting the customer first. The Quality Policy is intended to be compatible with the purpose and context of the organisation. This Quality Policy is available to view at the Company premises, and can be downloaded from the Company's website: [www.r-glover-ascroft.com](http://www.r-glover-ascroft.com)

In the development of the Quality Policy, the Company recognises that the provision of a consistently high standard of product and service is fundamental to the Company's success, reputation and the total satisfaction of customers.

The Company will constantly strive:

- a) To set an outstanding quality of service and to set the highest possible standards within the Personal Protective Equipment Industry.
- b) To identify objectives across the business aimed at continual improvement of the Quality System, Processes and enhancing customer satisfaction.
- c) To review business objectives for effectiveness and suitability against the established known expectations and where required, re-established or appropriate corrective action taken to achieve the desired results.
- d) To be resourceful and innovative in exceeding our customer needs and expectations.
- e) To be open to new ideas and adaptive to change.
- f) To communicate business objectives so that they are understood throughout the organisation.
- g) To be a considerate employer to our staff.
- h) To apply consistent standards throughout.
- i) To provide defect free products in a timely manner.
- j) To be an efficient and reliable business partner to our external providers
- k) To consider the requirements of interested parties involved or affected by our business activities

The achievement of high quality and consistency calls for a systematic and disciplined approach by all employees in all activities associated with the customer's requirements according to the principles of quality assurance and to satisfy all applicable requirements of ISO9001:2015.

Above all, the Company is aware that its customer base is the very purpose of its operation and that employees and standards of work are the means to satisfy those customers.

This statement represents my commitment on behalf of the Company, to the Quality Policy.

Signed

**Rupert Cox**

Director/General Manager

Dated: 6<sup>th</sup> April 2021

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