



**Our Promise is to:-**

“Take pride in our product quality, ensuring we deliver on our customers’ expectations.”



**JOSEPH ASH LTD –POLICIES & PROCEDURES**

**OPERATIONAL PROCEDURE NO 9**

**Quality Policy**

**Objective**

The purpose of the Joseph Ash Quality management system is to ensure that the products and services provided to our customers consistently meet or exceed their requirements and those of relevant British/International standards.

**Quality**

The Joseph Ash Group recognises the benefits of adhering to a structured management standard and also the importance of leadership and management commitment to quality in order to achieve the objectives detailed above.

The documented information contained within the management system shall be focussed on meeting the requirements of the standard and shall be appropriate to the nature, scope and purpose of the organisation.

The Joseph Ash Group will use this policy as a framework for setting and reviewing objectives and, in order to realize these objectives, the company shall make available adequate resources to promote and maintain best practice in quality management.

**Commitments**

- We are committed to an approach to quality management that encompasses a focus on continual improvement and thorough assessment of arising risks and opportunities faced by the business.
- We endeavour to maintain a strong customer focus and ensure a factual approach to decision making through a thorough understanding of the needs and expectations of all interested parties.
- We recognise the importance of involving key people throughout the effective management of quality and of ensuring a high level of competency through systematic training and reviews.
- We take all practical steps to ensure that the product is 'right first time' but, where non-conforming products are identified, these are formally recorded and suitable and adequate actions taken to prevent re-occurrence.
- We will achieve and sustain a mutually beneficial relationship with suppliers and customers and shall accurately measure customer perception/satisfaction so as to meet the customers' expectations.

Reviewed: 1<sup>st</sup> April 2020

Issue:- April 2017

Next Review: 1<sup>st</sup> April 2021



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**Communication**

The content of this policy will be communicated to all employees, who will familiarise themselves with its content and comply with the quality procedures in operation. Employees will also bring to the attention of the relevant Manager any opportunities to improve quality performance.

**Review**

The Joseph Ash Group operates a Quality Management System in accordance with the requirements of BS EN ISO 9001:2015 and shall review the content of this policy and the management system as a whole both annually or in response to any significant event.

A handwritten signature in blue ink, appearing to read "Steven J Hopkins".

**Steven J Hopkins**  
**Managing Director**

**18<sup>th</sup> April 2019**