



QUALITY POLICY STATEMENT

ISSUE 1.0

GENERAL STATEMENT

TO ACHIEVE AND IMPROVE CUSTOMER SATISFACTION

The processes and procedures of PHOENIX SCALES LIMITED will comply with the requirements of its ISO9001:2015 accredited Quality Management System.

In order to Achieve & Improve Customer Satisfaction it is the declared policy of Phoenix Scales Limited to provide the level of service and quality of products which gives total satisfaction to all customers.

The Company will ensure that objectives are established and that quality planning is carried out to show commitment to continual improvement

In order to achieve these objectives the Company will:

- ❖ Ensure compliance to the Quality Management System
- ❖ Demonstrate commitment to achieve and maintain performance through the Quality Management Systems
- ❖ Demonstrate commitment to continually improve through monitoring and review
- ❖ Define and communicate quality objectives throughout the organisation
- ❖ Ensure a high level of quality control in all activities in order to exceed customer expectations.

The continued growth and success of the organisation depends upon its ability to meet the changing needs of the customers and the requirements of current legislation by maintaining a skilled and competent workforce in order to achieve high standards of quality in all activities.

The organisation has identified the processes and procedures required to meet the requirements of the customer by documented methods of management control, quality objectives, provision of resources, training, product realisation, measurement and analysis.

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