

# WOODSTOCK INDUSTRIAL SUPPLIES LTD

## QUALITY POLICY

We are fully committed to the needs and expectations of our customers. We recognise the important role that all our interested parties play to ensure that these needs and expectations can be met. Our company's quality intent is driven by this policy and has been established to convey this to all our interested parties. Our motto: Best Price-On Time-Right Product (BOR)

### Definitions:

**Product Quality** – We rely on our suppliers to provide components which are of a high standard and we expect that all components are manufactured to recognised international standards as such will have a good finish and meet the specifications and tolerances required and have been preserved without any product quality degradation.

**Service Quality** - Providing regular communication with customers, always in a polite and friendly manner with a speedy response to customer requests, whether this is for information quotes or delivery of product.

**Quality Management System** - To add value to our customers and to compliment the product and service quality provided we have chosen to operate a system which complies with ISO9001:2015 Quality Management Systems - Requirements. We benefit from the Plan Do Check Act (PDCA) methodology and risk based thinking. The outputs are in the form of documented information (e.g. policies, procedures, records) in a combination of paper and electronic media

**Organisational Context** – We have established objectives and performance measures which are aligned to the long-term purpose and direction of the organisation. Internal and external factors can have positive or negative impact on this e.g. values, culture, knowledge, legal, competitive, technological. This is about understanding the company in its entirety and identifying those impacting factors.

**Interested Parties** - These are parties who may have impact on us or can be impacted by our operations resulting in product or service quality failures. We have defined these as Customers, Manufacturers, Distributors, Couriers, Consumable Suppliers, Utility Suppliers, Employees, Shareholders, Certification Body, Professional (Accountants/Consultants), Vehicle Repairers, Inland Revenue, Companies House, Software developers and support engineers, Hardware support engineers.

**Risk** – This is our exposure to loss or our potential for failure to provide our customers expected product or service quality. With the aim of eliminating product, process, system, equipment and personnel failures.

**Opportunities** – Enhancements to product, process, system, equipment and personnel, which in turn supports continual improvement of the Quality Management System

**Performance Review** - To measure the effectiveness of our quality management system we regularly measure and monitor our performance, including quality objectives to demonstrate that we are achieving these high levels of quality and to facilitate continual improvement. At least annually Top Management review the long-term purpose and direction of the company against these objectives at a Performance Review Meeting.

### Implementation of this policy is through:

- Compliance with relevant legal and regulatory requirements
- Review of the organisations long term purpose and direction
- Establishing and reviewing quality objectives along with measures and actions required to achieve them
- Identify our business context, interested parties, risks & opportunities,
- Effective supplier evaluation and monitoring system,
- Effective products, processes, systems, equipment and personnel
- Performance reviews,
- Internal & external compliance audits
- Robust documentation and record system

This policy will be subject to review at the annual performance review meeting or sooner if required and will be made available to our interested parties through our company website.

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Signed (Director)

4/1/17  
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Date