

Angus Fire is dedicated to ensure total customer satisfaction by consistently achieving excellence in product & service quality complying with Industry Quality Standards, Approval Bodies & Best Practice

The Management system structure is around the BS EN ISO 9001:2015 framework so the Company is clearly able to demonstrate it fully meets the requirements of the standards.

The framework promotes risk based thinking, managing opportunities & mitigation of business risks by engaging with all employees to deliver a continual improvement work ethic.

Leadership & commitment is demonstrated through the management system, including measurement review of Key Performance Indicators (KPI's) by setting clear/achievable objectives that ensure Angus Fire is fully aligned in what is required in the Company Roadmap.

### **Customer Focus**

- Listening to the voice of the customer, understanding & positively responding to customer feedback.
- Delivering product/services that are right first time, in the agreed period that meets the customers' expectations.

### **Employee Responsibility**

- Ensuring all employees feel engaged & entrusted to take ownership for the quality of what they do & their customers both internally & externally.
- Employees understand their objectives & the KPI relationship within the Company Roadmap inclusive of the business expectation to achieve these within their departments.

### **Leadership & Management**


- To set clear objectives & targets
- Facilitate & support teamwork including inclusiveness to enhance how problems/issues or improvements are addressed creating solutions through collaboration.
- Develop employees skills & capabilities enabling them to add more value to the business & to feel greater valued as an employee of Angus Fire.
- Empower employees with the correct levels of training & support to take greater responsibility & accountability (Personal Development)

### **Culture**

- Leadership at every level within the Company is critical to success.
- The Company will continue to invest, train & engage with all employees, so that individually & collectively they feel able to contribute ideas & suggestions on how to improve the Company. All employees are encouraged to be fully involved with the implementation of these ideas.
- The Company shall positively use KPI's as a method of communicating continual improvements.
- To simplify processes & systems with no detriment to Quality, employee or the customer satisfaction
- Always positively, challenge fixed ideas.

The Policy shall be communicated to all employees & is available to all stakeholders, interested parties & the public upon request.

Top Management will review the Policy during the Annual Management review along with Objectives, KPI's & the Roadmap adding value to the effectiveness & compatibility with the context/strategic direction of the organisation.

<b>Issued by:</b>	<b>Paul Williams (CEO)</b>	<b>Signature:</b> 
<b>Date Reviewed/Issued</b>	<b>21/12/2023</b>	