



## QUALITY POLICY

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

The Management system is structured around the BS EN ISO 9001 framework so that the company is clearly able to demonstrate that it fully meets the requirements of the standard.

This framework promotes risk-based thinking, managing opportunities and the mitigation of risks within the business by engaging with Employees to deliver the continuous improvement work ethic.

Leadership and commitment is demonstrated through the management system, including the measurement and review of Key Performance Indicators (KPI's) and by setting clear and achievable objectives that ensure the company is fully aligned in what it needs to do to deliver against its agreed goals and objectives.

### *Customer Focus*

- Listening and understanding and positively responding to Customer feedback
- Delivering products/services right first time and on time that meet the Customer's expectations.

### *Employee Responsibility*

- Employees feel engage and entrusted to take ownership and responsibility for the quality of what they do and they provide to others.
- Employees understand their objectives and the important KPI's that they are expected to achieve within their work area.

### *Leadership & Management*

- Set clear objectives and targets
- Facilitate and be in support of Teamwork and Inclusiveness to enhance how problems/issues or improvements can be worked on and solutions developed collaboratively.
- Develop employees skills and capabilities to enable them to add more value to the business and feel more valued in themselves.
- Empower Employees with the correct level of training & support to take on more responsibility along with the accountability that comes with it. (Personal Development).

### *Culture*

- Leadership at all levels within the Company is critical to success.
- The Company will continue to invest, train and engage with all employees, so that individually and collectively they feel able to contribute ideas and suggestions on how to improve the Company and be actively encouraged to be involved with the implementation of those ideas.
- The Company shall positively use KPI's as a method of communicating "continuous improvements" throughout the Company.
- To simplify processes and systems with no detriment to quality, employee and customer satisfaction.
- To positively challenge fixed ideas.

The policy shall be communicated to all employees; and is available to stakeholders, interested parties and the public upon request.

Top Management will review this policy defining KPI's and objectives during annual management review to determine the effectiveness and compatibility with the context and strategic direction of the organisation.

**Issued By: Paul Williams**

**Date of Issue: 24<sup>th</sup> November 2020.**

**Signature:**