

# Quality Policy

## 1 Policy Statement

This policy sets out the mission of PSP Group to provide products and services which meet or exceed the needs of our clients. To achieve this, we actively pursue excellence through improvement initiatives.

## 2 Scope & Objectives

The quality aims of the company are to:

- ▶ Establish and maintain a Quality Management System Which satisfies the requirements of ISO 9001:2015.
- ▶ Consistently provide products and services in a manner which will satisfy customer requirements in all respects.
- ▶ Implement appropriate actions to address and risks and opportunities associated with interested parties and meet their needs and expectations.
- ▶ Ensure all Company personnel are fully competent to carry out their duties.
- ▶ Strive to continually improve our services provided to customers, by means of setting quality objectives, monitoring, review, and corrective actions. These will be communicated across the company at regular intervals and reported at the Management Review meeting.
- ▶ Establish quality objectives which can be measured and reported at the management review meeting.
- ▶ Maintain documented information as objective evidence to demonstrate compliance with the Quality Management System.
- ▶ Control and monitor all projects undertaken.
- ▶ Comply with statutory and regulatory requirements.
- ▶ To review the Quality Management System at planned intervals to ensure it is effective and achieving its intended aim.

## 3 Leadership

The Directors of PSP group are fully committed to the above and actively encourage commitment from personnel at all levels of the company.



Signed ..... (Managing Director)

Date .....18/03/2024.....