

## shentongroup Quality Policy

### Aim

shentongroup's aim is to provide the highest levels of customer service. Each customer is treated as an individual and provided with focused solutions by a flexible and innovative dedicated support team and network of technical engineers.

### Policy

It is the policy of shentongroup and its officers and employees to provide products and services which conform to the requirements of customers and clients. To this end on- time delivery and professional service form the centre of our efficiency aim. Our reputation is very important to us and as such we are fully committed to achieving a high standard of excellence at both a personal and corporate level. We firmly believe in continued growth and strive to achieve this as part of commitment to continual improvement in quality as an integral part of our operations. This can only be achieved by whole corporate involvement, and as such responsibility for quality rests with everybody in the organization.

To this ends the Quality Management System is made available to all staff. Their individual responsibilities to quality are defined in the organisational chart and this is audited by both the Quality Manager (Dickie Staff) and the Internal Quality Auditor (Jody Meek).

The objectives of the Quality Management System are:

- a) Maintain compliance with BS EN ISO 9001:2015 by implementation of the Procedures Manual which forms part of this Quality Management System.
- b) At all times to create a work ethos which achieves and maintains a level of quality that maintains current customers' perception of excellence and increases the company's reputation.
- c) Ensure compliance with statutory and safety requirements at all times.
- d) Take every step to maximize customer satisfaction.

N.B. The terms and descriptions used in the Manual are generally defined within BS EN ISO 9001:2015 quality standard documentation.

Signature: -



Date: - **16<sup>th</sup> June 2017**

Name: **Jody Meek**

Position: - **Managing Director**

Review: - **15<sup>th</sup> June 2018**