

Quality Policy

ISO 9001 2015 Clause 5.2

At REL (Maldon) Limited, we are committed to providing our customers with a level of customer service that meets and exceeds their needs throughout the entire organisation. In order to achieve this, the Director will implement a Quality Management System (QMS) in line with the International Standards of good practice, ISO 9001:2015.

Our Quality Policy is defined and passionately driven by the following principles and behaviours:

- A constant focus on our customers and their requirements thus allowing us to build long, profitable and mutually beneficial relationships with all of them.
- Responding swiftly and accurately to customer requests including enquiries, orders, invoicing.
- Ensure all staff are aware of what our Quality Management System is and how they can deliver quality in all they do within the workplace.
- We are all responsible for delivering quality in our work.
- By striving for quality and outstanding service in all that we do, we will build a successful future for REL (Maldon) Limited and our customers.

Whilst we shall endeavour to produce work and service to these high levels; we may not always achieve this. We will therefore commit to following up any justifiable complaints and ensure that these are rectified in a timely manner.

Only by providing outstanding service and product quality will we achieve our aims of long-term success and sustained continued improvements.

The policy, organisation and procedures necessary to deliver the required standards as directed above are detailed within the Quality Management System document.

We have produced quality objectives which relate to this policy and they can be found in document **R03 Quality Objectives**.

This policy is available / communicated to all interested parties as well as being made available to the wider community through publication on our Website and company literature.

Authorised by:

Date Approved:

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Adam Rew

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