

QUALITY POLICY

STATEMENT

SY Pumps Ltd recognises it has a responsibility to manage the quality of the products and services it provides to all Customers. The managing director responsible for quality, Gavin Holman recognises that ensuring and maintaining the quality of the work & services provided by the company is critical to the long-term future of the company. To achieve this the company will:

Implement, operate, maintain, review, and improve a Quality Management System in accordance with **BS EN ISO 9001** to assist with the management of quality matters.

The Company, as far as is reasonably practicable, proposes in particular:

- To ensure adequate resources for the Quality Management System requirements
- To plan for quality requirements in all existing and future activities of the Company
- To ensure compliance with contractual and legal requirements and standards
- To maintain standards in line with current best industry practice
- To provide adequate training and development of all staff to ensure they are capable.
- To assess the capability of suppliers and sub-contractors employed by the Company and only use those known to meet quality requirements.
- To monitor quality performance by audits, reviews of complaints, non-compliances, and measurement of customer satisfaction to ensure required standards are maintained and to identify areas where corrective or preventive actions are required.
- To set objectives, targets, and programmes with a view to continual improvement of the Quality Management System and services provided.

Senior Management will share the responsibility for maintaining the overall operation of the Quality Management. Overall responsibility for the quality management system will be held by Gavin Holman.

Senior Management shall further ensure that this policy is:

- a) Communicated to all staff and other interested parties.
- b) That the Policy and the Quality Management System are reviewed on an annual basis as a minimum to ensure they are up to date, effective and meet the overall objectives towards quality.

At SY Pumps we believe that the market expects services that will continue to improve. We aim to continually improve the products and services we offer to meet our customers' requirements and to complete work that we can be proud of. SY Pumps will aim to achieve this by implementing a management system that complies with the international standard of practice **BS EN ISO 9001**.

This also includes a commitment to meet the requirements of our clients, as well as regulatory and legal requirements. We will continually develop our systems to ensure that these remain effective.

By providing an outstanding service and quality in the services we offer we will achieve our aims of long-term success and sustained improvements.

All employees within SY Pumps are responsible for the quality of their work. SY Pumps provides training and support of all its staff members to assist them to achieve the required standards. Whilst we endeavour to produce work and offer a service that we can be proud of, we also must recognise that we do not always achieve our own standards. When a customer complaint is received we are committed to fully investigate the complaint and will do our very best to put right all justified complaints. The Operations Manager is responsible for monitoring the quality system and reports to the Managing Director regularly on the systems implementation, status, and effectiveness.