



# Quality Policy Statement

**Flexform LTD**

## QUALITY POLICY STATEMENT

### Quality policy aim

It is the policy of Flexform Ltd (hereby referred to as Flexform) to provide a service which meets clients agreed requirements both now and in the future.

Management shall be committed to good professional practice and to the quality of its conduct in order to provide the highest possible quality of service to its customers.

Flexform recognise that it is essential to operate a controlled quality system in all aspects of its work and at all levels.

### Quality policy purpose

The purpose of the Quality Management System is to:

- Ensure consistency of the quality of our production, service, auditing and reporting.
- Ensure that all staff understand their functions and support the policy and procedures.
- Ensure all essential processes are recorded.
- Ensure our customer's requirements have been understood fully and met.
- Ensure any complaint are dealt with efficiently and within an acceptable time period.

### Responsibilities

The Quality Manager is responsible for the implementation of the quality policy and has overall responsibility for the control of quality including its maintenance. It is the responsibility of all staff to familiarise themselves with the Quality Manual and associated documents and to comply with the policies and procedures laid down therein at all times.

### Commitment

Management shall provide evidence of commitment to the development, and implementation of the management system, and ensure that the integrity of the system is maintained.

**Signed:**



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