

QUALITY POLICY



A m b i v e n t G r o u p

Form Ref. QC.14/01

We at the Ambivent Group are committed to Quality Assurance and the maintenance of BS EN ISO 9001: 2015 and its implementation throughout the company. The benefit to our customers derives from our partnership approach which embraces a set of joint values that underpins our commitment to achieve a 'right first time', 'on time', 'every time' and an overall quality performance.

We are committed to continually improve the effectiveness of our overall business operating processes to meet the needs of our customers, stakeholders and other interested parties and ensure we satisfy their requirements at all times. Furthermore, it is the aim of all personnel within our organisation to maintain customer focus and strive to supply products and service which exceed our customers requirements and expectations.

To achieve our aims, we will:

- Set improvement objectives and ensure the provision of adequate resources for their achievement.
- Train and develop all our people to ensure they have the necessary skills to facilitate the achievement of our policies and objectives.
- Communicate our policies and objectives throughout the organisation and ensure they are understood and implemented.
- Monitor and regularly review our objectives and achievements and ensure that both they and our policies remain relevant to the needs of our customers and our business as it continually evolves.
- Implement systems and procedures to monitor levels of customer satisfaction and take immediate and effective action to address any and all concerns.
- Monitor Risks & Opportunities borne from monthly meetings to ensure the business pre-empts future problems before they occur and instigates avoidance procedures as required

A handwritten signature in black ink, appearing to read 'Steve Dudson', with a horizontal line underneath.

Steve Dudson
CHAIRMAN

Last Reviewed: 16.5.24
Reviewed Annually