



Filtration Ltd Quality Policy

Updated: May 2024

Commitment

At Filtration Ltd we have quality at the very centre of our business and is one of our core values. Our values shape and guide our actions to ensure that we're delivering a product and service that is market leading and surpasses customer expectations. At Filtration Ltd we continually look at and scrutinise our product, policies and procedures to ensure we're improving in all areas of our company. Where required, we implement changes to safeguard our business to maintain our market position and customer trust.

Approach

Filtration Ltd resolutely believes in our commitment to excellence and our policy summarizes the crucial principals to achieve this.

The Quality Policy is based on 3 main principles:

- Ensuring that we fully identify and exceed the requirements of our customers.
- Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them well before they're able to affect our customer.
- All staff at Filtration Ltd understanding and performing their roles correctly first time, with integrity.

At Filtration Ltd, we implement the Quality Policy through the application of our Quality Management System which is based on ISO 9001:2008.

Communication

The Quality Policy principles and objectives will always be communicated and available to staff. The policy will also be available to clients and candidates upon request and an up-to date copy will be on our website.

Responsibilities

These are outlined as follows:

- The responsibility for delivering quality services and products site with everyone at Filtration Ltd.
- Each department head has responsibility for monitoring the quality of services for their area of the business.
- Overall responsibility for maintaining and evaluating our Quality Management System rests with Filtration Ltd's Quality Manager with the support of the Senior Management Team.

Training & Support

Filtration Ltd will ensure that all staff understand and fully implement our company's policies and objectives. In addition to this they will be enabled to perform their duties effectively through an ongoing training and development programme.

- As part of their induction training all staff are fully briefed on the Quality Policy, its aims and objectives.
- Filtration Ltd staff are given full training to ensure they can carry out all functions of their role, as per guidelines set out in our quality manuals.
- Objectives and action points are reviewed during regular appraisals with line managers.
- All training needs are identified, during these meetings, to ensure quality is maintained. These are then, in turn fed into an overall training plan and assessed and implemented in line with company budgetary constraints.

Monitoring & Evaluation

At Filtration Ltd we will constantly review and improve upon our services to ensure tasks are completed in the most cost efficient and timely manner for the benefit of all our customers.

Filtration Ltd achieves this by:

- Conducting periodic customer surveys relating to Quality.
- Closely monitoring non-conformance issues and rectifying instances swiftly.
- Monthly management review meetings to assess and agree actions to amend and improve quality management system and other processes.
- Constant review of suppliers and the products that are supplied to Filtration Ltd.

Signed:

A handwritten signature in black ink, appearing to read 'Derek Campion', written over a light blue horizontal line.

Derek Campion - Managing Director