

# Quality Policy

## AUGSCAPE AUTOMOTIVE LIMITED

Revision Date: 22 November 2022

The Managing Director takes overall responsibility and therefore is ultimately responsible for Quality Management within the company and as such is responsible for formulating and implementing the policy, ensuring the company's Quality Policy is produced and maintained.

A summary of the policy is detailed below in this Quality Policy Statement in that the company:

- Believes that Quality Management within the scope of the company's activities sets the direction and is key to the success of the business. The company will operate the business in a cost effective and efficient manner, specifying in Company documents the requirements to control the quality of services / materials provided to Clients at all operational stages.
- Will adopt a management system that satisfies as a minimum and in addition conform to the appropriate statutory, regulatory & client requirements set out in the HASAWA 1974 / Management regulations.
- Will achieve service excellence in the provision of consultancy services for both public and private sector clients.
- Meets and where possible exceed the defined needs and expectations of our customers, committing to customer care and focus across the range of the company's activities.
- Establish, implement, review and where necessary update quality objectives, which are consistent with the aims of the business. Maintaining records as objective evidence to show compliance with quality requirements.
- Fully involve, and develop all staff on an ongoing basis to use their abilities for the achievement of company quality objectives.
- Ensures staff are competent to undertake assigned duties by undertaking appropriate training. Staff shall be inducted into the management system controls to ensure understanding.
- Ensures mechanisms are in place to produce business targets and objectives in addition to (HSE&Q), and those targets and objectives are communicated to all employees.

- Ensues monitoring of Quality matters takes place.
- Reviews the Quality policy on an annual basis so as to ensure the policy remains updated according to the business requirements and continuous improvement is sustained within the company. Re-communicating the reviews to all employees / subcontractors.
- Make the policy available to all Members of the public clients Enforcing Authorities etc.
- Will maintain effective Quality Management communications and feedback on corrective actions via line management briefings and tool box talks.

The Managing Director will commit to ensure processes are in place so as the business will continually improve the effectiveness of the quality management system and Quality Performance.

The Managing Director commits to providing adequate financial and physical resources to ensure delivery of the policy requirements.

*Signed.*

*K Robinson*

*Kane Robinson, Operations Director  
Augscape Automotive Limited (Car Key Network)*



