



## QUALITY POLICY

A. N Richards Ltd. operates a Quality Management System which complies with the requirements of Quality Standard BS EN ISO 9001:2015.

The Quality Management System is designed to:

1. Meet the agreed requirements of our Interested Parties.
2. Ensure that all critical processes and work practices are defined and followed, in order to achieve maximum efficiency and customer satisfaction.
3. Monitor our success in achieving our objectives, by reporting and recording all problems and complaints and by internal and external audit programmes.
4. Establish a programme of continual improvement, by taking timely corrective and preventive action.
5. Monitor our suppliers and sub-contractors, to ensure compliance with our requirements.
6. Ensure that we identify clear responsibilities and provide the necessary guidance and training to enable all our staff to achieve the objectives of this Quality Policy.
7. Are committed to ensuring the meeting of applicable requirements.

Signed

B. Richards  
Director  
20 February 2020

J Cooke  
Company Secretary