

Quality Policy

The Alkath Group is committed to delivering high-quality products and services that exceed customer requirements and comply with applicable statutory, regulatory, and industry standards. Our well-managed, ISO 9001:2015-compliant Business Management System supports our productivity and quality outcomes.

We are committed to:

- **Customer Satisfaction:** Understanding and exceeding our customers' needs and expectations.
- **Continuous Improvement:** Continuously enhancing our processes, products, and services through regular reviews and audits, the collection and analyses of feedback, and the identification and adoption of best practices.
- **Compliance and Standards:** Adhering to all relevant regulatory, statutory, and industry standards. We maintain up-to-date knowledge of relevant requirements and integrate them into our operations.
- **Employee Involvement and Training:** Providing ongoing training and development to all employees and fostering a culture of learning.
- **Communication:** Ensuring that this Quality Policy and other important quality management documentation are communicated, understood, and upheld at all levels of the organisation.
- **Supplier and Partner Selection:** Evaluating our suppliers and partners to ensure that the materials, components, and services they provide align with our quality standards and values.
- **Risk Management:** Proactively identifying, assessing, and managing risks that could impact the quality of our products and services. We develop and implement strategies to mitigate these risks and ensure consistent quality outcomes.
- **Quality Management:** Monitoring and reporting on quality performance and utilising the insights gained to enhance our quality outcomes.

The Alkath Group will lead by example to ensure that all employees understand and take ownership of our quality and service standards. We are committed to delivering value-adding services and achieving high levels of client satisfaction. By setting high-quality standards, we aim for continuous improvement across all processes and encourage our team members to contribute innovative ideas, fostering a culture of creativity and progress.

Authorised by: Phil Guy – Managing Director