

This quality management policy relates to activities and sites within James Burrell Ltd areas of business. This policy will compliment corporate policy and is designed to reflect specific controls and objectives within specific operations.

Our policy is to fully comply with controls set out by our Quality Management System, all statutory requirements and meet set targets and objectives, in a programme of continuous improvement.

James Burrell Ltd is committed to providing quality services matching the needs of the customer and all other parts of the supply chain. It aims:

- To listen carefully to every customer and to work together to define and agree the customer's needs.
- To provide appropriate and independent assistance at a cost acceptable to the customer or, where appropriate, to refer to an alternative for help.
- To use experienced and qualified people and to provide suitable training on a regular basis for all staff.
- To treat all customers on a confidential basis and not to disclose information about them to a third party without their prior agreement; and,
- To strive continually to improve the quality of service offered by regularly evaluating what we do.

NB. When referring to the customer we include internal (including suppliers) as well as external customers.

James Burrell Ltd will ensure that we base our efforts on the twenty sections of ISO9000, i.e.:

Management responsibility: Define requirements for quality management systems; adopt a philosophy of continuous improvement; include a quality policy that is easily understood and followed by every member of staff.

Quality system: A documented system to be in operation to meet the requirements of ISO9000.

Contract review: Each contract must be reviewed to ensure capability.

System control: Procedures will be in place to control the systems function adequately.

Documentation and data control: All documents must be controlled to meet the requirements of the standard.

Purchasing: All purchased products must meet the specified requirements.

Control of customer-supplied product: This applies to the control of 'free issue' material, provided by the customer for our business to add value.

Product identification and traceability: Each product or service should be easily identifiable

Process control: This applies to any activity, which directly affects the quality of the product or service and must be carried out under controlled conditions.

Inspection and testing: Incoming product or materials must not be used until verified.

Control of inspection, measuring and test equipment: Any equipment used to inspect product must be checked regularly.

Inspection and test status: Inspection and test status is identified.

Control of non-conforming product or service: Any product or service which does not conform to the required specification must not be used.

Preventative and corrective action: Procedures must be in place to ensure causes of problems are identified and eradicated.

Handling, storage, packaging and delivery: Procedures will be in place to provide means of handling and storing product or service to prevent damage.

Quality records: All records of the quality system must be stored in a methodical manner for a specified period. The difference between record and document is that records may NOT be changed, but documentation may be changed under a controlled process.

Internal quality audits: Internal checks and verification of the system will be undertaken, by staff independent of the area being audited.

Training: Training will be provided and records kept for all staff whose work affects the quality of the product or service.

Service: If servicing is specified in a contract, procedures will be in place to ensure that the servicing meets the specification.

Statistical techniques: Where appropriate, adequate statistical techniques to verify capability will be used.

Responsibility for ensuring implementation of the above policy rests with the Quality management committee.

## **Quality Management Training**

Quality management training is regarded as an indispensable ingredient of an effective quality management programme. It is essential that all employees in the organisation be trained to perform their jobs effectively. It is the opinion of the management of the company that if a job is not achieved in a quality way, then it is not done effectively.

All employees will be trained in quality management working practices and procedures prior to being allocated any new role. Training sessions will be held at regular intervals and will provide an opportunity for employees to express any thoughts or ideas that they might have about their jobs.

## **Quality Management Committee**

The following personnel will comprise the Quality Management Committee, which will meet every three months, in order to ensure that the Quality Management policy is implemented correctly and to continually revise and update for greater quality effectiveness when necessary.

Chairperson  
Member  
Member  
Member

Mr Mark Richardson  
Mr Robert Richardson  
Mr Michael Fahey  
Mr Tony Hall

Date:

1<sup>st</sup> March 2025