

Quality Policy

Purpose

This policy defines *[Your Organisation Name]*'s commitment to quality and customer satisfaction in line with ISO 9001:2015.

Scope

Applies to all employees and operations related to the delivery of our products and services.

Our Commitments

1. **Customer focus**

We are committed to understanding current and future customer needs, meeting their requirements, and striving to exceed their expectations.

2. **Compliance with requirements**

We will comply with applicable statutory, regulatory, contractual, and organisational quality requirements.

3. **Continual improvement**

We will continually improve our quality management system and performance, using feedback, data, and internal reviews to guide decisions.

4. **Quality objectives**

We will set measurable quality objectives at relevant functions and levels and monitor progress against them.

5. **Alignment with strategic direction**

Our quality management system supports the achievement of our business goals and long-term strategy.

Responsibilities

- Management is responsible for ensuring this policy is implemented and maintained.
- All staff are responsible for contributing to quality through their individual roles.

Communication and Review

- This policy is communicated to all workers and made available to interested parties.
- It is reviewed annually to ensure it remains relevant and effective.

Signed:

[Name]

[Position Title]

[Signature]

[Date]

Document Control

Approved by: [Top Management Name/Title]

Approval date: [DD/MM/YYYY]

Next review date: [DD/MM/YYYY]

Version: [e.g., 1.0]

Available to: All staff, contractors, and interested parties on request