

Quality Policy 2023

It is the policy of Bray & Slaughter to provide products and services of a consistent quality, within defined specifications, acceptable to its customers.

To achieve this, Bray & Slaughter has created and implemented a quality system and quality objectives which comply with the requirements of BS EN ISO 9001:2015 and which are subject to regular management review.

Our goals

- Develop and continuously improve the quality management systems
- The provision of services that consistently meet or exceed the customers' specifications and expectations
- The enhancement of client satisfaction

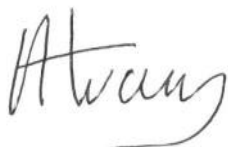
Our commitment:

- Establish a Quality Policy and annual objectives
- Plan our activities based on risks and opportunities
- Provide adequate information, instruction, training & supervision to employees, so that they are competent to carry out their work
- Regularly communicate and consult with employees, stakeholders and interested parties on matters affecting the quality management system
- Regularly measure and review our quality performance
- Obtain customer feedback and investigate non-conformance
- Audit the effectiveness of our quality management system with the aim of continual improvement
- Make the necessary resources available to implement this policy

A further aim of Bray & Slaughter is to implement all its procedures and activities correctly, first time. The Quality Manual defines the quality system installed at Bray & Slaughter.

All staff are required to completely familiarise themselves with and understand the procedures of the quality system relevant to their own work and responsibilities and to follow and comply with the requirements of all such procedures.

This policy applies to all departments within Bray and Slaughter Limited and will be next reviewed on the 18-12-2023 by the Board to ensure its continuing suitability, adequacy, and effectiveness.



Date **04.01.2023**
Andrew Evans
Operations Manager