

Quality policy statement

Q3 (including all subsidiary companies) understand the importance of Quality to our business because we value our customers. We strive to meet and even exceed our customers' expectations by providing exceptional service as the norm.

We are committed to continuous improvement and have an established Quality Management System which provides a framework for measuring and continually improving our performance.

The following systems and procedures are in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- engagement with our employees
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees so quality is built into our culture
- regular audit of our internal processes and controls
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Planning effectively:

Deploying our service: Our quality system is dependant upon 4 key areas, the right processes, procedures, resources and infrastructure. All those working for or on behalf of **Q3** will be competent to do their jobs. It is **Q3's** responsibility to ensure we provide the correct level of training and education to enhance our employees skills, experience and knowledge.

Quality delivery: We will monitor and measure our performance to ensure we meet our own business objectives. This will allow us to evaluate our controls against both legal and legislative compliance.

Our assurance system will be based on all relevant risks and any areas of concerns will be addressed correctly via our audit and management review process.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Although the Managing Director has ultimate responsibility for Quality, all our employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.



Stuart Bellew
Chief Operating Officer
1 April 2023