

QUALITY POLICY

It is the stated quality policy of Glassbond (NW) Ltd. and subsidiary company Moulding Compounds Limited to satisfy the requirements of our customers as a minimum, and seek to exceed them where possible. To achieve this, we operate a comprehensive Quality Management System (QMS). The QMS is designed to meet the requirements of ISO 9001:2015 and will be implemented across the whole company taking account of the business activities which impact upon our customers.

The Managing Director along with other Directors and top management of the company are committed to establish, implement, maintain and continually improve the quality management system taking account of the processes needed, their interactions across the business, the context of the organisation and company strategy.

Taking the process approach, inputs and outputs will be determined as will the sequencing and interactions across departments and with the customer. Resources required and appropriate individual responsibility/authority will be assigned to allow the system to allow the process flow interactions to be reviewed and make necessary changes. In addition, quality objectives which are measurable will be determined and documented. These take into account applicable statutory and regulatory requirements, are relevant to the products and services which we provide, are monitored, communicated and updated as appropriate. To be determined during annual management review.

Risks and opportunities will also be determined to evaluate the effectiveness of the system and achieve improvement. Criteria and methods will also be established to allow measurement of the effectiveness of the operation and processes. Finally, documentation systems will be established, maintained and controlled to allow for accurate retention of information to facilitate review and improvement.

The principles which form the basis of the Quality Management System:

- ✓ Customer Focused Organisation
- ✓ Leadership
- ✓ Involvement of people - internally and externally
- ✓ Process Approach - assessing risk and opportunity
- ✓ Strategic planning - understanding internal and external issues
- ✓ System approach to management
- ✓ Continual Improvement - driving review and change
- ✓ Factual approach to decision making
- ✓ Mutually beneficial external provider relationships

To foster a culture of continual improvement the company will continue to recognise the effectiveness and individual achievements in order to review its products and processes regularly.

In order to communicate and understand the policy within the company, all employees have access to the Quality Policy. It is also readily available on the company website. Following review, if the policy is amended, it will be re-issued within the organisation and with associates as required.

M.E. Cordell



**Managing Director
Glassbond (NW) Ltd
March 2022**