

QUALITY POLICY

The Senior Management within Secure Retail are committed to ensuring a commitment to quality in every aspect of our operation. The commitment to the quality policy will be achieved by the following series of objectives:

- To ensure that they comply with the requirements of ISO9001:2015.
- To identify and monitor influencing factors, both internal and external on our business, and how they can impact upon us and our QMS.
- To understand the needs and expectations of our customers, suppliers and other interested parties; and to monitor and review these needs and expectations.
- To understand the risks that may impact on our business, in every aspect of our business, and how risk can be developed into opportunity.
- To ensure that each area of activity establishes aims and objectives, measurable targets and to continually review and audit them.
- To communicate to the company our quality objectives and performance.
- To create an environment of continual improvement and to continually improve on the service to our customers.
- To have a customer focused approach, by consulting and learning from our customers, with a view to exceeding their expectations.
- To explore industry best practice and to review and audit our performance against our peers.
- To consider and devise preventative actions.
- To have business continuity plans in place so that any business disruption that may affect us will not affect our customers and suppliers.
- To ensure a suitable working environment and conditions for all our employees and to continuously monitor these.
- To have financial measures in place to ensure financial stability drive by good management.
- To continuously review and measure our quality policies for their suitability and effectiveness.

The quality policy provides a framework for establishing the quality objectives and also reviewing of them via the departmental objectives and targets. All areas of business audit results are issued to management review.

Signed:




Carl Barton, Managing Director



Dave Oakey, Operations Director



Neville King, Finance Director



David Russell, Sales Director