

## Quality Policy Statement

QD 001 – Rev 2.4

The aim of this statement is to outline the quality assurance procedures which have been adopted by Vision Architectural Glazing Installations Ltd. We are continually working towards improving these procedures for quality assurance in all aspects of our activities. The procedures have been adopted to ensure that quality standards and processes are adhered to at all times and that the final product and service meets or exceeds our clients' expectations and requirements.

It is the policy of Vision Arch to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Vision Arch to:

- Give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- Aim for the reduction of hazards, prevention of injury, ill health and pollution;
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits. The Directors and staff of Vision Arch continually strive to achieve the highest possible standards for product and workmanship quality, personal service, customer care and satisfaction.



Eddie Wells  
Managing Director

1<sup>st</sup> February 2023

