



## QUALITY POLICY STATEMENT

Autoclenz Ltd aim to provide efficient services to the customer on time and within budget.

The company operates a Quality Management System that has gained ISO 9001: 2015 certification, including aspects specific to the provision of vehicle refurbishment, valeting and associated services.

The management is committed to;

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to;

1. Ensure the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the company the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and to set the quality objectives at relevant functions, levels and processes
4. Ensure that the management reviews set and review the quality objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the quality management system
5. Ensure the availability of resources

The structure of the Quality Management System is dependant on the internal and external requirements of the company

The Quality Policy will be available in hard copy on the company electronic database and maintained by various forms of documentation

All personnel understand the requirements of this quality policy within the company. The company complies with all relevant statutory and regulatory requirements. The company constantly monitors its quality performance and implements improvements when appropriate

The quality policy is regularly reviewed in order to ensure its continuing suitability

Copies of the quality policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the quality management system.

**SIGNED:**

A handwritten signature in blue ink, appearing to read "Martin Ward", is written over a light blue horizontal line.

**NAME: Martin Ward**

**DATE: January 2024**