

## Policy for Quality

We are a small design and manufacturing business, based in Yorkshire and designs and supplies LED lighting solutions. Vexica is in a growth stage and are pursuing new distributors and retail clients.

We will:

- ◆ Operate in line with the requirements of the ISO 9001 Quality standard.
- ◆ Document, implement and maintain our ISO management system.
- ◆ Comply with customer's requirements.
- ◆ Comply with legal requirements.
- ◆ Comply with technical standards.
- ◆ Comply with our contractual obligations.
- ◆ Measure our performance.
- ◆ Use the formal Management Review meeting as the opportunity (framework) for:
  - Establishing (setting) and reviewing our objectives.
  - Reviewing this policy and our ISO management system.
- ◆ Communicate this policy:
  - Throughout our organisation.
  - To those who work on our behalf or are under our control.
  - To genuine interested parties and the public as appropriate.
- ◆ Make it clear to all people who work on our behalf their personal responsibilities and obligations.
- ◆ Continually improve our business and the ISO management system.

Good Practice

We aspire to:

- ◆ Provide excellent solutions and service to customers.
- ◆ Provide technical support and resources for customers.
- ◆ Become a recognised brand name for service within the industry.
- ◆ Be creative with our design.

Approved by: *Melissa Astley*

Position: *Director*

Date: *15<sup>th</sup> August 2018*