



# QUALITY MANUAL

## Quality Policy & Objectives Statement

Total Bolt Solutions (TBS) Limited quality policy is to provide its customers with innovative and fast response products and services that consistently satisfy their requirements.

To strive to exceed expectations in order to enhance the company's professional image, reputation and ability to create long term relationships with clients.

To satisfy the requirements of all "interested parties" and promotion of the use of the process approach and risk based thinking throughout the organization.

The management team of TBS Limited is fully committed to the development, maintenance and improvement of the quality management system, the principles and requirements of ISO 9001.

Successful implementation of this policy requires the commitment from all employees in support of processes that intuitively make sense. All employees are expected to take responsibility for the quality of their own work and are encouraged to actively contribute to the continual improvement of our standards, processes, product delivery and service.

The strategic objectives of the Quality Management System are:

- To contribute to continually improving TBS business, profits and reputation.
- To achieve and maintain a level of quality and customer satisfaction that we are proud to be associated with.
- To ensure compliance with all relevant & statutory regulations.
- To develop a company culture in which all employees actively contribute to continually improving the quality of the products and services provided by TBS
- To maintain and improve a quality management system that complies with ISO 9001 requirements and principles

A series of Key Performance Indicators and related improvement plans shall be developed to address, measure, analyze and improve performance against stated objectives.

This policy and objectives statement shall be communicated within TBS, be available to interested parties, as appropriate and be regularly reviewed for its continued suitability.

Signed:

Roy Cowie, Director

Date: 1<sup>st</sup> November 2017

Distribution: All employees and relevant interested parties