



A.T.P.B LTD

Quality Policy

A.T.P.B. LTD recognises the importance of quality to the company's growth and ongoing success and have implemented a Quality Management System which is aligned to the requirements of ISO 9001:2015.

We have considered customer requirements, the need to maintain and increase the Company's market share and profitability and have set objectives to ensure the strategic direction of the business is achieved.

We are committed to:

- Meeting the needs and expectations of interested parties by ensuring that contractual and regulatory requirements are recognised, controlled and managed.
- Implementing and reviewing processes and procedures as necessary to operate efficiently and effectively.
- Maintaining a high standard of services provided across the business.
- Supporting the appropriate training to ensure the required skills are to the expected levels and review staff performance.
- Communicating with staff to ensure they are aware of their responsibilities within the quality management system.
- Efficient use of resource through training, planning and good management.
- Obtain customer feedback and address negative feedback or complaints in line with our customer care procedures.
- Monitor and measure the performance of our supply chain partners.
- Hold regular management reviews to ensure an effective quality management system and to decide on any improvements required.

This Policy is communicated to all personnel within the Organisation and will be available to our external interested parties as required.

The Managing Director is responsible for ensuring that this Policy is reviewed at regular intervals and is committed to continuously improving the Quality Management System.

Aaron Townsend
Managing Director

15th August 2019

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