

# QUALITY POLICY

QM NO ISO-0002

Exitile Access Ltd is a highly experienced supplier to the construction sector with a 'can do' attitude to customer requirements.

We shall establish these objectives annually, share them with our team and regularly review our progress and achievements in accordance with our strategic direction.

Our aim is to provide our clients with an exceptional service, value for money, efficiency, and effectiveness - all the time, every time.

We are dedicated to delivering best practice in every aspect of our business and are committed to excellence in the supply of Access Panels.

We specialise in implementing strategies that will deliver against our clients' business goals.

We want to learn what we can do better to make ours the best distributor in our market sector in the UK. We are passionate about the industry in which we operate and are determined to challenge old ways of doing things.

You will find us approachable, knowledgeable, and professional in everything we do. To achieve this, we are committed to a continuous improvement culture throughout the organisation. We will establish a series of quality objectives designed to ensure the conformity of our products & services to our customers' requirements, meet any legislative requirements and enhance our customer satisfaction. We will establish these objectives annually, share them with our team and regularly review our progress and achievements.

The Company is committed to achieving customer satisfaction using business processes and manufacturing operations which will be operated to meet or exceed the requirements of ISO 9001:2015.

We aim to fully understand (and wherever possible exceed) the stated requirements of our clients, colleagues, and other Interested Parties.

We view Quality as an essential company framework to gain competitive advantage, as well as reinforcing and enhancing the company's reputation and image.

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The Company's business objectives are described in the BMS which are measurable and communicated internally.

Signature:



Position: **MANAGING DIRECTOR** | Date: **20/10/2023** | Next Review Date: **20/10/2024**