



Quality Management Policy

AxFlow Limited is dedicated to ensuring that it provides authoritative, independent, and highly professional services and products that meet our customers' requirements for quality and reliability.

To fulfil this policy, Senior Management are responsible for:

- Establishing an effective Quality Management System [QMS] structured to meet the requirements of the current version of ISO 9001. The processes and procedures described on the Intranet site relate to all products stocked and sold and cover the process from sales & purchasing through to distribution and after-sales service.
- Providing the necessary resources; and ensuring responsibilities and authorities, for implementing this policy, are determined, and communicated throughout AxFlow.
- Active leadership and participation in quality management activities while ensuring that the risks to our ability to provide a quality service are contained.
- Consideration of stakeholder and interested parties; their needs and expectations.
- Ensuring all staff are trained and briefed about the QMS and their responsibilities for those parts of the system upon which they have an impact so that they can implement the policies and procedures in their work;
- Ensuring the effectiveness of both the provision of our services and products and of our QMS, assessing opportunities for continual improvement;
- Ensuring everything we do complies with all relevant legislation and is always carried out in accordance with our stated methods and customers' requirements.
- Setting and reviewing measurable objectives as an integral part of the continual quality improvement programme; monitoring performance against those objectives;

This Quality Policy shall be reviewed periodically in order to ensure its continuing suitability.

A handwritten signature in black ink, appearing to read 'Diane Booth'.

Diane Booth, Finance and Operations Director 20-05-23