

**LFP03.1: Quality Policy Statement** (ISO 9001:2015 Clause 5.2)

We have established this quality policy to be consistent with the purpose and context of our Company. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customer, regulatory and legislative requirements as well as our commitment to continually improve our management system.

**Customer focus:** As an Organisation, we have made a commitment to understand our current and future customers' needs, meet their requirements and strive to exceed their expectations by:

- Responding promptly and accurately to customer enquiries and orders
- A constant pursuit of quality, value and reliability in the products and services the Company supplies to its customers
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers
- Working closely with its customers and suppliers in seeking to establish the highest quality standards
- Adopting a forward-looking view on future business decisions which may have an impact on quality
- Training all members of staff in the needs and responsibilities of quality management

**Leadership:** Our Management Team have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of people:** As an Organisation, we recognise that people are the essence of any good business and that their full involvement empowers them to be used for our benefit.

**Process approach:** As an Organisation, we feel that a desired result is achieved more efficiently when activities and related resources are managed as a process or a series of interconnected processes.

**Improvement:** We have committed to drive continual improvement across all aspects of our quality management system.

**Evidence-based decision-making:** As an Organisation, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

**Relationship management:** We recognise that our external providers and we are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, regulatory and legislative responsibilities.

We have produced objectives relating to this policy documented in LFF01.1 Quality Management System Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

Signed on behalf of Light Forms Ltd Board of Directors:



Approved by: Harry Prior

Position: Managing Director

Date Approved: 28 October 2024

Review Date: 28 October 2025