



# Quality Policy

Doc Ref: ISC-5555

Name: Quality Policy

## Lunar Ltd – Quality Policy

Lunar's Directors are responsible for implementing and maintaining the Quality Policy and

- ensuring it meets the requirements of ISO 9001:2015.
- ensuring that the processes are delivering their intended outputs.
- reporting on the performance of the quality management system and on opportunities for improvement.
- ensuring the promotion of customer focus throughout the organization.
- ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

All managers and supervisors are responsible for the business quality and product quality performance of everyone who reports to them, and for implementing this policy and arrangements within their area of control or influence.

All employees are responsible for complying with the requirements of this Quality Policy.

### **We will:**

- Clearly focus on quality from customer's perspective.
- Develop and install products to meet customers' needs.
- Operate business processes to meet performance targets.
- Encourage analysis and action on customer feedback.
- Train employees to achieve high standards of quality performance.
- Commit to continually improve our performance in meeting quality objectives.
- Control installation processes to maintain performance and reduce variability.
- Integrate quality considerations into decision-making at all levels for new and existing activities.
- Satisfy legislative and other applicable requirements.
- Communicate openly and consult with our stakeholders on quality.
- Formally review this Policy annually and re-issue to all employees.
- Make this policy available to stakeholders on request.

Revision:	5
Author:	Ian Sibbert
Updated:	September 2023
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This Quality Policy supports the organisation's strategic direction as described in the Business Plan (ISC-2030).

The current Quality Objectives are described below:

<b>Objective</b>	<b>Target Date</b>	<b>Responsibility</b>
Retain ISO 9001:2015 certification	30/06/23	Ian Sibbert
3-year baseline performance status of Customer Complaints in place. None in period 2020-2022. Monitor in 2023.	31/12/23	Ian Sibbert
3-year baseline performance status of Customer Attrition. No lost key accounts in period 2020-2022. Monitor in 2023.	31/12/23	Ian Sibbert
Customer feedback has been positive. Capture key themes and summarise for use in 2024 Quality Plan.	31/12/23	Ian Sibbert
Complete 4 Internal Order Reviews	31/12/23	Ian Sibbert

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	Attendee's Name	Date	Signature
1	Callum Beaton	06/09/2023	
2	Gareth Chapman	06/09/2023	
3	Scott Cragg	06/09/2023	
4	Phil Eastwood	06/09/2023	
5	Dave Edwards	06/09/2023	
6	Alan Hughes	06/09/2023	
7	Sam Lashley	06/09/2023	
8	Aaron Parker	06/09/2023	
9	Dave Pinington	06/09/2023	
10	Ian Pinington	06/09/2023	
11	Ian Sibbert	06/09/2023	
12	Matthew Sibbert	06/09/2023	
13	Oliver Sibbert	06/09/2023	
14	Dean Slater	06/09/2023	
15	Ben Slinn	06/09/2023	




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16	Thomas Young	06/09/2023	
17	Sean Slater	06/09/2023	
18	Lewis Walsh	06/09/2023	

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