


Quality Policy Document	Doc Ref: ISC-5555	
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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










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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:

Section	Details
Responsibilities	
Directors	Ensure the Quality Policy meets ISO 9001:2015 requirements Ensure processes deliver intended outputs Report on quality system performance and improvement opportunities Promote customer focus throughout the organisation Maintain quality system integrity during planned changes
Managers and Supervisors	Responsible for quality performance of their team Implement the policy and arrangements within their area of control or influence
Employees	Comply with the requirements of the Quality Policy
Commitments	
Customer Focus	Clearly focus on quality from the customer's perspective Develop and install products to meet customer needs Operate processes to meet performance targets
Employee Training	Train employees to achieve high standards of quality performance
Continuous Improvement	Commit to continual improvement in meeting quality objectives Reduce variability in installation processes Integrate quality into decision-making at all levels
Compliance	Satisfy legislative and applicable requirements Openly communicate and consult with stakeholders on quality
Review & Accessibility	Formally review the policy annually and reissue to employees Make the policy available to stakeholders upon request
Alignment	Support the organisation's strategic direction as described in the Business Plan

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	Attendee's Name	Date	Signature
1	Callum Beaton	25/11/2024	
2	Gareth Chapman	25/11/2024	
3	Scott Cragg	25/11/2024	
4	Phil Eastwood	25/11/2024	
5	Dave Edwards	25/11/2024	
6	Alan Hughes	25/11/2024	
7	Sam Lashley	25/11/2024	
8	Aaron Parker	25/11/2024	
9	Dave Pinington	25/11/2024	
10	Ian Pinington	25/11/2024	

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11	Ian Sibbert	25/11/2024	
12	Matthew Sibbert	25/11/2024	
13	Oliver Sibbert	25/11/2024	O. Sibbert
14	Dean Slater	25/11/2024	
15	Ben Slinn	25/11/2024	
16	Thomas Young	25/11/2024	
17	Sean Slater	25/11/2024	
18	Lewis Walsh	25/11/2024	
19	Paul Tomkinson	25/11/2024	
20	Alfie Slinn	25/11/2024	

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