



## **QUALITY POLICY**

Knowsley SK recognise any customer's right to expect the service they provide to be delivered by the specified time to the specified condition at the agreed price. It has always been the policy of the company to provide such service by reacting quickly and efficiently to customers' demands to meet the requirements of every contract made between them.

The continuing policy of Knowsley SK is to provide a high quality, professional and efficient service to ensure the satisfaction of all the requirements of our clients. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the company.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Company to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Company.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

The Company has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within the BS EN ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Company as determined by Top Management.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels

Steve Wood  
Managing Director

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