

## Quality Policy

It is company policy that an efficient quality management system is an integrated structure designed to ensure that all work undertaken by the company is carried out to the customer's satisfaction and to the requirements of Rivertrace Limited quality objectives, as well as ensure there is a continual improvement of the Quality Management System so leading to continually improved customer satisfaction.

### Quality Objectives

1. Increase sales in line with forecast/sales targets and develop new products to meet market demand.
2. Maintain, audit and improve the QMS to meet the standards of ISO 9001:2015, BS EN 80079-31:2011 and the Marine Equipment Directive 2014/90/EU.
3. Strengthen competence levels within the organisation
4. Maintain, monitor and review company-wide performance metrics (KPI's) for all areas of the business.
5. Strengthen communication at all levels of the organisation
6. Continual improvement to the company infrastructure to facilitate expansion and growth
7. Continual improvement to new product development process and timescales
8. Continual improvement to financial efficiency
9. Continual improvement to the workshop processes
10. To maintain, audit and Improve customer satisfaction levels
11. To maintain, audit and Improve supply chain efficiency

Although the Managing Director has ultimate responsibility for the QMS, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company. Key processes will be internally audited by the designated internal auditors. Rivertrace will retain documented information to have confidence that the quality system is effective and fit for purpose.

Quality objectives are based on the main risks to the business which include: meeting sales targets, customer satisfaction levels, on time deliveries and customer complaints.

Top management will demonstrate full commitment to the quality objectives through quarterly management review meetings supporting the use of the quality management system and ensure same is accessible to all staff and achieves the intended results of the business.

An Audit Plan is in place to monitor the continual effectiveness of the quality system and highlight any defects found. This will also include a review of the procedures to ensure that these meet the requirement of staff, management and external bodies.

This quality policy statement has been authorised by the management team and will be reviewed at regular intervals.

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Signature: 

Position: Operations Director

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