

## The Bolt Company Quality Policy

**Commitment**

The Bolt Company will continuously endeavour to supply a superior quality product and service offering. TBC propose to achieve this through a quality focuses that understand the priority of Compliance, Customer facing and Consistency. We will commit both on an individual and organisational basis to the following principles.

**Compliance**

- We will ensure compliance with legal governance in the operation of our business.
- We will follow the requirements of our QMS with the aim of managing the business to the ISO9001:2015 standard while adhering to customer regularity requirements.
- A continual focus on reducing business risks through effective management,
- We will monitor key functions and process of our operations and QMS. Identify and implement improvements that will support a sustainable business model.

**Customers**

- We will set objectives, measure performance through KIP's and open dialogue with interested parties.
- We will openly engage with all interested parties, this includes our customers, suppliers and neighbours.
- Address any issues of concern regarding the quality of our product or services in an effective and timely manner.
- We will pro-actively engage fully with our customers to ensure their requirements are met while seeking their feedback on our performance as a way to improve. .

**Consistency**

- We will recruit, train and develop our staff to enable them to deliver the high product and service quality that our customers expect.
- We will develop partnerships with our key suppliers to allow us provide a flexible and cost-effective service to our customers.
- We will consistency strive to create a knowledge share organisation, through open communication, feedback with a process driven framework developed through a team effort.

Signed

---

Glenn Power  
Managing Director  
5<sup>th</sup> January 2022