

## QUALITY POLICY

It is the objective of The Thornton Partnership to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve the service that we provide.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

We will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes.
- Monitor customer satisfaction and set objectives for continuous improvement. Analyse the causes of any complaints, or any other issues that arise, and take appropriate action to prevent recurrence.
- Ensure the availability and competence of the support resources for the core processes.
- Provide the work environment necessary to ensure the wellbeing of our employees and visitors.
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and if appropriate remedial actions will be implemented and communicated.
- Ensure that all employees are aware of our Quality Policy and commit to the effective implementation of our Quality Management System.
- Ensure that the company complies with all necessary regulatory, legal, and other applicable requirements.

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practiced by all employees as an integral part of their daily work.



**VINCE THORNTON**

Managing Director, The Thornton Partnership Ltd.