

**QUALITY POLICY STATEMENT**

Approved By: Colin Stanley

Kitchenmaster believe that its customers desire a world class service. We endeavour to continually improve the service we provide to meet and exceed our client's expectations and requirements. Kitchenmaster strive to give every customer a positive experience, no matter how big or small the client.

Kitchenmaster aims to achieve the above by implementing a quality management system that complies with the international standard of good practice ISO 9001:2015. It includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Kitchenmaster are committed to the continual development of the quality management system ensuring it remains effective and up to date.

Only by providing an outstanding service and quality product will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. Kitchenmaster provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we must recognise that we don't always achieve our own standards. When a client complains, we are committed to investigating the complaint and will do our best to put right all justified complaints and take appropriate preventative action.

We have the following system and procedures in place to support us in our aim for total client satisfaction and continuous improvement throughout our business:

- a) **Regular gathering and monitoring of client feedback**
- b) **Client complaints procedure**
- c) **Selection and performance monitoring of suppliers**
- d) **Training and development for our employees**
- e) **Regular audits of our internal processes**
- f) **Measurable quality objectives which reflect our business aims**
- g) **Management review of audit results, client feedback and complaints**

The Policy, Company and Procedures necessary to achieve the required standards are described in our Integrated Management System. The IMS Manager is responsible for monitoring the IMS and reports regularly to the Managing Director on the IMS implementation, status and effectiveness.

This Statement represents our commitment to continuous improvement, on behalf of Kitchenmaster, and to ensure adherence of our Quality Policy.

This Quality Policy Statement will be made known to all our employees and to members of the public and interested parties upon request.

Signed:

Colin Stanley, Managing Director

Date: 18/10/2023

Review Date: October 2024