

# Quality Policy Statement

AKP Ltd.'s leadership are aware that quality is a fundamental principle in our industry and is integral to running a professional and sustainable business, and are therefore committed to:

- The development and continual improvement of our Quality Management System to enhance its effectiveness
- Complying with all applicable statutory and regulatory requirements

To achieve this, we maintain continuing commitments to:

- Ensure that customer needs and expectations are determined and fulfilled to achieve customer satisfaction.
- Communicate throughout the organisation the importance of meeting customer needs.
- Embed the Quality Policy and set Quality Objectives at relevant functions, levels, and processes.
- Ensure that Quality Policy and Objectives are reviewed at twelve monthly intervals as part of the Management Review process to determine effectiveness and ensure continued suitability.
- Report on internal audit results as a means of monitoring and measuring our processes and the effectiveness of our Quality Management System.
- Ensure the availability of resources are provided to enhance our management systems.

It is company policy that all personnel are suitably skilled and competent, and are committed to the company, our customers, take responsibility and pride in their work, understand the requirements of this Quality Policy, and abide with the contents of our management systems.

We recognise that the quality of resources, materials, tools, and equipment used in day-to-day activities is important to the upkeep and maintenance of the high level of expectations and standards from our customers.

To meet these standards we require cooperation and commitment to these ideals by all company management, staff, and associated contractors.

AKP Ltd view quality management with the utmost concern and seriousness, and it is our objective to carry out all measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements to enhance the satisfaction of our customers, and will therefore:

- Work in accordance with the standards AS9100D and ISO 9001:2015.
- Provide clearly defined responsibilities for those involved in the monitoring and controlling of the quality management system within the organisation.
- Provide clear control methods and procedures for its processes, documentation, purchasing, recruitment, maintenance, and record keeping methods.
- Maintain our facilities and resources using by definition of processes, systemic evaluation, processes for non-conformity, reporting methods, corrective actions, and preventative measures monitoring.
- Consult with all personnel on matters quality control.
- Ensure that all personnel are aware of their duties and responsibilities and are committed to the execution of the Quality Management System.
- Ensure that all personnel, contractors, and specialists appointed to maintain this system are suitably qualified and competent.
- Operate an open and transparent approach to company quality for all interested parties.

Signed by: Wayne Read Managing Director

Date:

Author: HSQE23	Quality Policy	Page 1 of 2
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## Our Core Values:



### **Inclusive**

We shall always think, work, act, and look like a team, sharing a mutual respect regardless of role, gender, race, religion, or orientation.



### **Service**

We shall satisfy through communication and providing a “can do” attitude at all stages of the customer journey.



### **Organised**

We will keep the workplace clean and organised to aid efficiency and make it a place in which we are proud.



### **Learning**

We shall continually develop our own skills and share knowledge. When things go wrong, we shall not blame, but learn and work together to fix the issue.



### **Safe**

We shall promote an open and honest safety culture where it is OK to take ownership and speak out regarding any concerns.



### **Considerate**

As we carry out our duties, we shall consider how our actions impact other people, our community and environment.