



Quality Policy Statement

AEJ Management Ltd is dedicated to ensuring that all of its products and services fully meet the requirements of its customers at all times. The goal of the business is to provide a trusted service for our customers which exceeds their expectations.

The Managing Director has overall responsibility for all quality matters across the business, although we do have an appointed Quality Manager in place to ensure that our Quality Management System is enforced and adhered to. The implementation of this policy, and the associated procedures, will be monitored and reviewed on a regular basis, and at least annually by the Board of Directors as part of the Management Review Process. This is to ensure that progress is made against the quality objectives and targets and that they remain current and applicable to the business's activities.

As a business, we believe in the concept of the client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

This policy conforms to the requirements of our ISO9001:2015 accreditation and certification, ensuring that it:

- Is appropriate to the purpose of our business, the expected level of customer satisfaction and the needs of other interested parties.
- Includes a commitment to meeting service level requirements and to focus on continual improvement.
- Has the resources needed to deliver on our promises.
- Provides a framework for establishing and reviewing our quality objectives.
- Demonstrates top management commitment and ensures that the quality objectives are communicated, understood, and implemented at appropriate levels within the business.

The business's objective is to achieve, so far as is reasonably practicable, commitment to the highest level of quality:

- The Managing Director is appointed to act as the business's responsible person on quality issues.
- The Quality Manager is appointed to lead day to day management of our quality management system.
- The business will provide duties and responsibilities to cover all levels of management and ensure understanding and compliance of this policy.
- Ensuring the policy is communicated or displayed within all areas, including remote locations.
- Providing sufficient resources and allocation of funds to effectively implement this policy.
- Regularly reviewing the business performance, and setting objectives and targets aimed at improving the business's quality performance.
- Seeking to continually improve company and management systems, operating practices and cultures in all areas that may lead to improved quality performance.

To ensure that the policy is successfully implemented, the Directors and Service Delivery Managers will be responsible for identifying customer requirements, communicating these requirements to the team, and ensuring that agreed procedures and ways of working are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined, and monitored at the annual Management Review Meeting. The quality policy principles and objectives will be communicated and available to colleagues at all times. Training, managed by the HR & Training Director, will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating the business under the disciplines and control of a robust and automated Quality Management System, which has been planned and developed jointly with our other management functions.

All colleagues within the business are committed to operating continuously to this standard and we will maintain the necessary Quality Standards consistent with our customer requirements and our ISO

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accreditation requirements.

We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers and clients.

We will ensure that all our employees understand and fully implement the business's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

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