

# Quality Policy Statement

## Commitment to Quality

Solent Rewinds Ltd is fully committed to delivering the highest standards of quality across its services and products. The management maintains a comprehensive quality management system, designed to ensure that all offerings meet customer specifications within agreed parameters for cost, quality, and delivery. These practices are closely aligned with the company's strategic direction.

## Continuous Improvement Approach

To uphold these standards, the company utilises Key Performance Indicators (KPIs) to assess conformance with established criteria. The insights gained from these KPIs serve as catalysts for continuous improvement throughout the organisation.

## Error Prevention and Corrective Actions

The quality management system places a strong emphasis on preventing errors. This is achieved by systematically investigating processes, identifying errors and potential risks, and implementing corrective and preventive actions to address and avoid such issues.

## Definition of Quality

Quality is defined by Solent Rewinds Ltd as the conformance of its services and products to requirements that are established and documented, based on customer needs and the expertise and experience of its employees. All systems are subject to ongoing scrutiny and review by company personnel and approved third parties. This open approach allows for observations to be considered and incorporated, supporting the company's commitment to continuous improvement.

## Responsible Practices and Customer Care

The company takes pride in its reputation for responsible practices and dedicated customer care. These qualities stem from an ethical corporate culture, a skilled and committed workforce, and rigorous quality control over its services and products.

## Quality Management System Standards

It is the policy of Solent Rewinds Ltd to consistently operate according to these high standards and to fully implement the BS EN ISO 9001:2015 quality management system standard. This is achieved through certification and annual review.

## Supplier Engagement

Suppliers are actively encouraged to enhance the quality and reliability of their services and products, supporting the company's overall quality objectives.

## Compliance and Legislation

Solent Rewinds Ltd is committed to complying with all applicable requirements, including relevant legislation for its industry sector and the Health and Safety at Work Act 1974.

## Environmental and Community Responsibility

The company recognises the importance of pursuing responsible policies towards the community and is committed to ensuring that industry interests are not prioritised at the expense of the environment.

## Meeting Customer and Industry Requirements

By applying these standards, policies, and procedures, Solent Rewinds Ltd believes it can effectively meet the requirements of its customers and the wider industry.

Andrew Ball  
Managing Director  
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