

# CP010 – Quality Policy Statement

Last Reviewed: October 2022



JV Controls Limited was established in 2019 to provide Systems Integration, Automation Consultancy, Site Support and Support Contracts, and related services, to the Automation industry. We are based in Birstall, West Yorkshire and employ 9 people.

Quality is part of the ethos of JV Controls, we value our customers and the quality of every project each engineer provides. We strive to provide our customers with services which meet and even exceed their expectations, we provide the framework and feedback to make this a reality.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- recorded internal and witnessed test procedures for all software produced
- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints
- Our internal procedures are reviewed regularly and made available to all employees

This policy is posted on the company intranet system (JEM).

Although the Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is October 2023.

Name: Ashley Weet

Position: Director

Signed:

A handwritten signature in black ink, appearing to read 'Ashley Weet', is written over a light blue horizontal line.