



Quality Policy Statement

Smith Brothers Stores Ltd commitment to Quality

It is the policy of Smith Brothers Stores Ltd to provide a range of products and services that meet or exceed the requirements of its interested parties.

A keyway to achieve this is by operating a Quality Management System which is contained in our integrated management system (IMS). SBS management system meets the requirements of and is certified to **ISO 9001:2015**.

ISO9001 Certificate number – FS 763098

Top management are committed to:

- Satisfying applicable requirements by ensuring that customers and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Continual improvements of the IMS by ensuring that any risk and opportunities that can affect conformity of products and services are determined and addressed, with an on-going focus on enhancing customer satisfaction.
- Defining Quality objectives that are measurable, consistent with the policy and relevant. Quality objectives will contribute to the enhancement of customer satisfaction, on-going objectives will be communicated and available to all employees.

Top management shall:

- Take accountability for the effectiveness of the IMS.
- Ensure that quality policy and quality objectives are established for the IMS and are compatible with the context and strategic direction of the company. Quality objectives have been set and are maintained as part of the IMS internal auditing, monitoring, and management review processes, in order to enhance customer satisfaction.
- Promote the use of process approach and risk-based thinking.
- Ensure that the resources needed for the IMS are available, including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the ISO9001:2015 standard.
- Ensuring that the IMS achieves its intended results.
- Engage, direct and support people to contribute to the effectiveness of the IMS.
- Promote improvement activities.
- Support other relevant management roles to demonstrate their leadership as it appears to their areas of responsibilities.
- Establish partnerships with suppliers and interested parties to provide and improve service.

This policy will be communicated to all employees and available to all interested parties upon request. Employees are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

Name - S.Smith

Title - Managing Director

Signature - 