

# Quality Policy

GLO-POL-025



Quality is critically important to our business because we value our customers.

We achieve this by;

- Understanding our markets, our Customers' needs and expectations, and by continually seeking to improve our services to enhance Customer satisfaction.
- Developing our products and services to provide, innovative and relevant technologies in the ever-changing demands of the marketplace;
- Maintaining and continuously improving our ISO 9001:2015 accredited Quality Management System (QMS).

## Management Commitment

This policy is endorsed by the Leadership Team. The Quality Manager is responsible for the day to day management of the QMS.

## Our Objectives

- **To ensure customer satisfaction**
  - **Delivery**
    - Measured through delivery on time and are measured by In Full on Time and orders are acknowledged on time.
  - **Quality**
    - Design and delivery of goods to the required product and services standards.
  - **Compliance**
    - Goods and Services to comply with contractual requirements.

## Our Principles

We strive to be the preferred supplier in our core markets by developing and supplying high quality products and providing first class customer service, we recognise that success is only guaranteed by supplying our customers with the products and services that meets their requirements and needs. Our business operations focus on producing products and services to the water and utilities sectors, and as such we aim to do so by applying ISO accredited industry standards to all of our processes throughout the product and services lifecycle. Our approach to quality is to be openly transparent to all our customers, suppliers and employees. All employees within their areas of responsibility will take full responsibility for the implementation of the Quality Policy.

Approval	Date
	09 March 2021
David Frost, Chief Executive Officer	