

## 5. Quality Policy

Hardy Signs Ltd operate a Quality Management System in accordance with International Quality Management System requirements **BS EN ISO 9001:2015** to satisfy applicable requirements of identified Stakeholders and to drive overall business effectiveness.

The management team are committed to:


- Continual improvement of the Quality Management System by providing a framework for establishing and reviewing the company objectives including changes in context, statutory or regulatory requirements.
- Enhancing customer satisfaction to ensure their needs and expectations are fulfilled.
- Communicating the importance of meeting customer needs and expectations throughout the organisation.
- Conducting management reviews to ensure the effectiveness of the Quality Management System and ongoing compliance with BS EN ISO 9001:2015
- Managing resources to ensure Quality Objectives are achieved
- Ensuring that this policy is communicated, understood and applied within the organisation and made available to relevant interested parties

Quality Objectives are established through the management review process and in alignment with this policy, our prime objectives are targeted to achieve and improve the service to our customers and involve all our employees in this process.

- Customer delivery                      Objective to achieve > 99% on time delivery performance
- Customer satisfaction                Objective to achieve < 1 % customer complaints
- Customer Service                      Objective to achieve 100% issue resolution within agreed timescale.

Hardy Signs Ltd Limited have established, implemented and continue to maintain this policy in support and pursuit of our vision –

*“As the preferred supplier to national & International organisations throughout all sectors, by combining industry expertise with innovative technology to deliver an unrivalled signage and display service.”*



Nik Hardy – Managing Director

Date 14.04.2022