

Quality Policy Statement

Lift Craft Ltd is committed to the provision of quality products and services that fully conform not only to the requirements of our customers, but also those of any industry related legislative devices to which we subscribe. By consistently providing products and services that meet or exceed customer expectations we will promote customer satisfaction and in turn achieve business success. This is achieved through the consistent application of a quality system, the main objectives of which are to:

- get things right first time, every time
- continually improve the quality of our products and services, aiming for zero defects
- ensuring accurate records and their traceability
- maintain good working relationships with customers and suppliers
- maintain employees' understanding regarding the quality system and their part in its success
- continually investing in employee training and development as part of continuous improvement
- promote an environment of continual improvement in all aspects of the Company's operations
- reviewing and revising the policy and procedures at regular intervals and at least annually

This requires the adoption of procedures throughout the Company that are focused on meeting each department's customer requirements. This is achieved by:

- identifying and understanding customer requirements and ensuring that all employees are aware of their importance for the Company's success;
- setting and reviewing management objectives that provide a focus for performance improvements and improved customer satisfaction;
- fostering a culture which encourages the early identification of problems and the adoption of effective and efficient corrective and preventive actions;
- providing adequate financial and physical resources to support the full implementation of the policy;
- providing training and education to all our employees to ensure they understand and are competent to carry out their role and to improve their performance;
- communicating openly with employees, subcontractors and clients on quality issues, encouraging them to participate in and contribute to performance improvements;
- planning and executing work to meet the customer's requirements in the most cost effective and efficient way; and
- reviewing and revising the policy and procedures at least annually.

Management is responsible for developing, monitoring and implementing procedures in their area of responsibility and for ensuring that this policy statement is understood and implemented throughout the Company. Every employee has responsibility for the quality of their own work and for contributing to improvements in our products, services and management processes.

This policy statement will be displayed prominently throughout the Company and will be available externally to all interested parties on request. It will be kept up to date and will be amended to suit any changes in the size or nature of the Company's activities. Lift Craft Ltd shall review and update their Quality Policy Statement and related documents in accordance with any technological innovations and market changes.



Paul Haywood
Managing Director

2nd April 2024
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