



QUALITY POLICY

The design, supply, installation, test, service and refurbishment of lifts

The quality policy of **Liftworks Ltd** is to provide a high-quality professional service, at all times by operating the Company's ISO 9001:2015 Quality Management System.

All the company's personnel work in accordance with the procedures detailed in the management system.

The management team are committed to developing, implementing and continually improving the quality management system and its effectiveness by:

- Complying with customer and Lift Regulations and other applicable requirements applicable to the organisation
- Meeting the company's strategic direction
- Establishing the quality policy
- Ensuring that quality objectives are established & monitored
- Holding management reviews
- Ensuring adequate resources are available

The quality objectives of the company are to:

- Enable continuous improvement of the system
- Ensure customer satisfaction
- Ensure all personnel are adequately trained

All incidents where the specified requirements are not achieved, customer complaints and defects are reported on the Action Tracker and investigated and rectified promptly.

Within the Company, the implementation and effectiveness of the management system are reviewed at management meetings.

The Managing Director is responsible for implementing and improving this policy. The person responsible for updating and maintaining the policy is also the Managing Director.

Managing Director