

QUALITY POLICY (Ver 3.0)

MISSION STATEMENT: All employees of the company are committed to meeting or exceeding the quality standards expected by our customers in the delivery of the products and/or services that we supply to them.

Our Quality system is based on the requirements of ISO 9001

Our Quality objectives:

- Use the Quality Management System as a tool in achieving best practice outcomes across the organization.
- Ensure continuous improvement.
- Management Objectives – To provide resources for the successful achievements of the organisation's objectives
- Sales Objectives – All customer orders are to be processed on the same working day they are received
- Production Objectives – To eliminate product quality problems and minimise rework
- Delivery Objectives – To send the correct goods, to the correct customer within the agreed delivery time they are required

To implement this policy, we shall focus on the needs of our business with particular reference to consistently meeting our customer requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

CAgroup will adopt procedures and disciplines to ensure that:

- The system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training;
- Responsibilities for quality are established by communicating these responsibilities clearly to all employees;
- The policy and procedures continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance, and the company regularly review the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.



Nick Hardcastle
Managing Director

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