



## Quality Policy

We want all our customers to receive products/services that they are delighted with and to provide an excellent service that meets or exceeds their needs and expectations. We will achieve this by:

- Good internal organisation and two-way communication;
- Respecting our customers at all times;
- Ensuring we understand what our customers want and expect from us;
- Making sure our staff are properly trained and are confident and effective undertaking their work;
- Using materials and equipment that are fit for purpose;
- Adhering to regulatory and statutory requirements, applicable requirements and to the ISO9001:2015 standard;

We want all our staff to be proud of what they do and to be proud to be part of Kaizen Consultancy Ltd. We also want to ensure they work safely and are mindful of the health and safety of their colleagues and others who may be affected by what they do.

We are committed to satisfying the requirements of the ISO9001:2015 standard and to continually improve year on year. To help us to do this, we will:

- use this policy to set ourselves challenging objectives – and we will review our progress in meeting these throughout the year;
- review our Quality Management System - and this Policy – regularly;

We will make sure this Quality Policy and our Objectives are communicated to and are understood by everyone working for, or on behalf of, Kaizen Consultancy Ltd.

A handwritten signature in black ink, appearing to be 'J. Smith', written in a cursive style.

Managing Director

Date 01/01/2021