



# QUALITY POLICY STATEMENT

ISO 9001:2015

POLICY  
REFERENCE:  
P009

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Kingcombe Aquacare Ltd is a company that specialises in creating and maintaining waterscapes for business and leisure, seeking to provide all customers with a satisfactory product and service, and strives to exceed customer expectations.

The company is committed to:

- Establishing, implementing and maintaining a quality management system to meet or exceed the requirements of BS EN ISO 9001:2015
- Meeting or exceeding all legal and other requirements applicable to its operations and systems, including customer requirements
- Communicating the requirements of the system throughout the business and ensuring relevant competence and training is provided where required
- Regular monitoring of the quality management system to ensure it continues to meet the needs of the organisation and its customers
- Listening to customers to ensure that their needs are fully understood and taken into account in all relevant business processes
- Regularly monitoring and measuring its performance in key areas in order to identify opportunities to improve
- Setting strategic, tracked quality objectives based on results of monitoring, to facilitate continuous improvement in the system and its processes
- Identifying non-conformances from a variety of sources within the system and ensuring these are assessed to identify root causes
- Allocating appropriate corrective action in order to address identified nonconformities and prevent recurrence
- Strategically and operationally reviewing performance at regular intervals

Signed:

Name: Chris Keech

Position: Technical Director

Date: 18/11/16

