



# Quality Policy

Version Number 1 .1  
Created 24th October 2018  
Reviewed 10<sup>th</sup> October 2023  
Next Review date 10<sup>th</sup> October 2024



### **Overview.**

The aim of the quality policy is to consistently deliver a products and service that either meets or exceeds both clients' and applicable legislative requirements, as well as aim to enhance customer satisfaction.

Cupaz is committed to deliver a professional, consistent, and efficient product to its clients, through an integrated management system (IMS) approach designed for certification to ISO 9001:2015 that provides a framework for maintaining and reviewing any quality objectives against which our performance can be measured.

Senior Management will ensure that the quality policy is appropriate for the purpose of the organisation and will review this for continued suitability.

This policy has been communicated to all Cupaz staff.

### **Scope.**

Cupaz's Quality Policy applies to all workplaces, events, situations, tasks, buildings, equipment, methods, substances, and products used in carrying out the company's activities.

To summarise, Cupaz is committed to:

- Provide a consistent quality product that meets or exceeds clients' expectations and satisfaction;
- Provide innovative and cost-effective solutions to our clients;
- Foster a culture of continuous improvement among all management and staff in all aspects of their daily activities;
- Provide sufficient resources, training of staff and supervision of contractors to achieve continuously high levels of quality and service

### **Responsibilities.**

Senior Management is accountable for the development, communication and implementation of this Quality Policy and to ensure continual improvement, aimed at achieving product conformance, enhanced operational efficiencies, and customer satisfaction.

Cupaz has committed staff and resources to comply with applicable requirements and continually strive to improve the effectiveness of the integrated management system (IMS). Staff are required to adopt and comply with all these systems, to achieve and exceed these policy objectives.

### **Review**

The Quality Policy will be reviewed annually and regularly monitored to ensure that it continues to provide the framework for setting and reviewing the Cupaz quality objectives.

A handwritten signature in black ink, appearing to read "Stuart Cooper". The signature is written in a cursive style with a large initial 'S' and 'C'.

Stuart Cooper  
Managing Director  
October 2023