



Quality Policy

The Avoca Group is committed to its Quality Policy that ensures Avoca's products and services meet the high standards and expectations of our customers and the quality standards set out by our Company.

Our Organisation has a policy of setting quality objectives and promoting continual improvement in accordance with the Quality Management Standard ISO 9001:2015. Our objective is to address all risks and opportunities within the Organisation as determined by Senior Management Leadership.

Our Company Policy ensures:

- We maintain a high level of customer satisfaction and repeat business
- Compliance with relevant Legislative and Regulatory Requirements
- Our Quality System meets the requirements of BS EN ISO 9001:2015
- To continually improve our performance by regularly evaluating our products and services
- All staff are trained and competent within their assigned job roles
- The Quality Management System is reviewed and communicated to our interested parties

The Management team will demonstrate its commitment and responsibility for establishing, implementing, integrating and maintaining the Quality Management System, through this direction and support all employees will possess a good understanding of the importance of the Quality Management System and adhere to it.

Our Policy will be regularly reviewed and updated to ensure its suitability for effectively addressing the needs of our business and our customers taking into account Organisational priorities and Legislative changes.

Approved by: Alan Shenton

Signed: A. Shenton

Position: Operations Manager

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