

**Quality Policy**  
**For**  
**Harlestone Group Ltd**  
**Incorporating The Wilde Group Ltd**  
**&**  
**Harlestone Supplies Ltd**

Leadership is about taking responsibility for each of the principles and standards referred to in The Group's Quality Management Principles. There are six Core Values that **THE GROUP** uses to guide its processes and quality management system. They are as follows:

**1. Customer Focus**

THE GROUP strives to identify current and future interested parties' needs and requirements. Policies are in place to ensure requirements are understood and met through training, software, sales order related acknowledgements, job reviews, customer surveys, meetings, and sales analysis. **THE GROUP** aims to enhance our customer's overall approval by providing timely information related to order status, providing new products, improving access directly to decisions makers, reviewing Key Performance Indicators and direct customer communication.

**2. Accountability**

- The Management Team has overall responsibility for the Quality Management System. The Management Team has been actively involved in implementing the quality system, establishing the quality policy, and quality objectives. Management has provided the vision, strategic direction, and resources necessary for the continuous improvement of the Quality Management System and the company. To continue to provide leadership and show commitment to the improvement of the Quality Management System, management conducts regular management review meetings, customer analysis, and annually budgets for quality related expenses.

**3. Engagement & Empowerment of People**

It is the intention of the Management of **THE GROUP** that all employees of **THE GROUP** should have been both trained and skilled in the use of the Quality Management System and have been instructed to stop any process which does not meet the requirements of the processes which they perform.

**4. Process Approach - to QMS.**

**THE GROUP** will utilize a process approach when analysing the overall performance of our Quality Management System. This means that the process and related procedures will be reviewed and compared to goals established by **THE GROUP** management and past performance as measured by Key Process Indicators. The goals set will be reviewed at six monthly intervals and adjusted by management when deemed appropriate to support continuous improvement.

**5. Improvement**

**THE GROUP** currently has a Process Improvement program in place that allows employees & Managers to recommend and suggest improvements to processes as well as related procedures. Management will review and approve or disapprove the process improvement form in a timely manner.

**6. Relationship Management**

**THE GROUP** will align with suppliers who are best in class and will develop and nurture the relationship so it will be mutually beneficial to all stakeholders, **THE GROUP** staff, and Client Base.

This Quality Policy is Annually Reviewed by Silas Wilde, MD of The Group.



Signed..... Position: Managing Director Issue Date: 30<sup>th</sup> June 2021

Name: Silas Wilde

Next Policy review Date: 30/06/2022