

## Quality Policy

At Harrison Products Co Ltd., we are dedicated to maintaining the highest standards of quality in all our products, services, and operations. We are committed to implementing a Quality Management System (QMS) that is aligned with the requirements of ISO 9001:2015, ensuring that we consistently meet or exceed the expectations of our customers and stakeholders. Our commitment to quality is driven by a clear focus on continuous improvement, innovation, and the application of best practices in all aspects of our operations.

Our objectives are achieved through a commitment to the following principles:

- 1. Customer Focus:** We prioritise understanding, fulfilling and addressing the needs and expectations of our customers. We strive to innovate solutions for our customers that add real value to their operations. Our goal is to enhance customer satisfaction by delivering reliable, high-quality products and services that meet regulatory and contractual requirements.
- 2. Continuous Improvement:** We are committed to the ongoing enhancement of our Quality Management System. Regular audits, reviews, and feedback mechanisms ensure we identify opportunities for improvement, address nonconformities, and implement corrective and preventive actions effectively. Fostering a culture for continuous improvement helps us remain competitive and responsive to the ever changing demands.
- 3. Engagement of People:** We believe that our employees are key to achieving success and contribute greatly to achieving our quality objectives. We engage and empower our staff at all levels by providing training, encouraging innovation, and ensuring they are fully involved in our quality management processes.
- 4. Leadership and Commitment:** Our leadership team provides clear direction, sets quality objectives, and fosters a culture of quality throughout the organisation. We are committed to providing the necessary resources and support to achieve our quality goals.
- 5. Process Approach:** We employ a process-based approach in managing our operations. By understanding and optimising the interrelated processes, we improve efficiency, reduce waste, and ensure the consistency of product and service delivery.

6. **Evidence-Based Decision Making:** Our decisions are based on data and evidence. We monitor performance, analyse results, and utilise reliable information to make informed decisions that drive improvements in product quality and operational performance. We also aim to implement best practices to maintain the integrity and safety of our products and services.
7. **Relationship Management:** We cultivate strong relationships with our suppliers, customers, partners, and other stakeholders, ensuring that mutual trust and cooperation support our shared commitment to quality.
8. **Sustainability:** Consider environmental, social, and economic factors in our decision-making processes, promoting sustainable practices in the delivery of our products and services.
9. **Risk Management:** Identify and manage risks to quality, ensuring that we take proactive steps to mitigate potential issues and maintain consistent performance.

In compliance with ISO 9001:2015, we regularly review and update this policy to ensure its effectiveness, relevance, and alignment with our strategic goals. We are committed to maintaining a robust Quality Management System that enhances our ability to consistently meet the needs of our customers and ensure continuous improvement across all areas of our organisation. This quality policy sets a foundation for a commitment to excellence while also encouraging a proactive and collaborative approach to quality at all levels of the organisation.



**Daryl Bedford**, Managing Director

#### Revision and Amendment Register

Page Number	Author	Revision Details	Version Number	Date of Issue
All	Peter Attwood	Updated to align with objectives and harmonise with other business standards, accreditations and goals.	V6	12/02/2025
All	Michaela Wain	Updated as part of annual review	V5	23/01/2024