



Quality Policy

Introduction

This Quality Policy is designed to support the company's mission: to provide our customers with a service that is unsurpassed and to foster a culture of continuous improvement.

The overall aim of the policy is to ensure consistent, high quality in every part of our business, including our products and services. Supporting this aim, the company operates a Quality Management in accordance with ISO9001.2015, and BRC Global Storage and Distribution. It is the responsibility of all employees to identify and report incidents of Quality Policy non-conformance, and ideas for improvement.

Policy

We at Test Valley Ltd

- Embed the company's Mission, Vision and Values within our organisation
- Set annual quality objectives and measure our performance against them
- Ensure consistent, high quality in every part of our business, including our Quality Management System, and products and services
- Are committed to satisfying customer requirements
- Ensure all staff receive role-appropriate training in customer care, enabling staff to exceed our customers' expectations
- Maintain the company's quality management system to meet the requirements of ISO9001:2015 and BRC Global Storage and Distribution (including HACCP Plan)
- Comply with all applicable legislation and regulations
- Ensure that our storage and distribution services comply with the requirements of BRC Global Storage and Distribution, including all applicable hygiene, safety, legal and quality requirements
- Ensure all staff receive role-appropriate Quality training
- Ensure our Quality Policy is available to interested parties
- Are committed to continually improving our Quality Management System