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|  | <b>SHEPLEY GROUP</b><br><br><b>QUALITY POLICY</b> | Doc Ref: QMP-006<br>Issue: 4<br>Issue Date: 01/2022<br>Auth/Rev/App: LM/ST/GJ-GP<br>Review Date: 01/2023<br>Page: 1 of 1 |
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## 1. SCOPE

- 1.1. This policy applies to all employees of the Shepley Group, incorporating Shepley Engineers Ltd (SEL), West Cumberland Engineering Ltd (WCEL), & PPS Electrical Ltd (PPS). The policy is made available to all employees and upon request to the general public.

## 2. POLICY

- 2.1. We are dedicated to continuously improving our products and services to meet the requirements of our customers at all times
- 2.2. Achieve customer satisfaction by implementing a quality management system which demonstrates full traceability and control of customer deliverables throughout the project lifecycle.
- 2.3. Undertake periodic reviews of the quality management system to demonstrate procedural effectiveness at all levels.
- 2.4. Implement a schedule of internal audits to demonstrate compliance and effectiveness of the quality management system.
- 2.5. The Shepley Group board will periodically review the output and effectiveness of the quality management system.
- 2.6. Define, delegate and deploy effective resources, plant and equipment to realise customer expectation of the desired product.
- 2.7. Continuously monitor, verify and validate the customer deliverables to demonstrate full realisation of the customer requirements and monitor change and deviation from the original design definition.
- 2.8. Monitor the effectiveness of the supply chain.
- 2.9. Work closely with clients to understand and empathise with their quality concerns and drivers in order to remain compliant with their requirements by flowing down their quality requirements throughout the supply chain.
- 2.10. All employees will be suitably trained, qualified, experienced and competent to perform their tasks to achieve the desired results.
- 2.11. Quality objectives are defined and measured to continuously monitor and improve our systems and approach.

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