

QUALITY POLICY

CQA INTERNATIONAL LTD

Document 10211-0001

Version 1.0

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CQA International Ltd - Quality Policy

In order for CQA International Limited (CQA) to maintain its position as a quality supplier of environmental engineering, it is essential that CQA consistently meets or exceeds customers' requirements and expectations for the quality, performance, timeliness, and cost of the services that CQA provides. CQA aims to do this in accordance with customer, statutory and regulatory requirements, as well as the company's policies and procedures.

The Directors of CQA are responsible for the implementation of the company's Quality Management System and for achieving and maintaining ISO 9001:2015 certification.

The Directors may delegate specific quality tasks, such as preparing procedures and auditing compliance, to designated managers but may not delegate overall responsibility.

The scope of the Quality Management System covers all activities stated within the Scope Document, which commits the company to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of:
 - a. Quality and relevance of services
 - b. Customer satisfaction
 - c. Supplier performance
 - d. Risk minimisation
 - e. Work ethics and best practices

CQA has a continuing commitment to:

1. Reviewing the internal and external issues affecting the Quality Management System and the needs and expectations of interested parties
2. Ensuring that customers' needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
3. Communicating to all employees and partners the importance of meeting customer needs and complying with relevant statutory and regulatory requirements.

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4. Establishing this Quality Policy and ongoing Quality Objectives
5. Ensuring that Management Reviews not only set, but also review, the quality objectives and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
6. Ensuring the availability of resources

CQA will endeavour to comply with all relevant statutory and regulatory requirements, and constantly monitor its quality performance against objectives: implementing improvements when appropriate.

CQA will ensure that all employees and partners understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in the Quality Procedures Manual.

This Quality Policy will be regularly reviewed in order to ensure its continuing suitability.

Copies of this Quality Policy are made available to all members of staff and relevant interested parties along with copies of the minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of our Quality Management System.

Signed:



Name: Peter Stevens

Date: 9th January 2020

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