

	IMS Section:	Operational Controls
	IMS Reference:	FP 001
	Domain:	Quality

### **Quality Policy**

Forza Doors Ltd. aims to effectively and efficiently provide first class products and services that continually satisfy the expectations of our customers in respect of cost, performance, safety, reliability and quality whilst complying with all relevant statutory requirements and any other compliance obligations.

The Forza product and service quality goal has four principle characteristics:

1. Visual aesthetics to match the customer sample supplied or commercially recognised finish.
2. Dimensional accuracy to the ordered size.
3. Technical compliance to customer specification of fire, acoustic and structural requirements.
4. Co-ordinated delivery time to site as specified by the customer.

An Integrated Management System (IMS) is being established that complies with the International Standard ISO 9001:2015. This promotes a culture of quality assurance in all Company systems and procedures, under the direction of the senior management team and with the support of all employees and supply chain partners.

The Company is committed to continually improve its customer satisfaction through: appropriate initiatives, controls, provision of resources, training and involvement of employees. Proactive engagement with customers at all stages of the quote and supply process is a key innovative feature to improve understanding of customer expectations.

Management objectives and targets are established and reviewed on a regular basis to implement the Quality Policy. These are based on a commitment to seven principles of business excellence:

- Customer focus
- Stakeholder value
- New technologies and innovation
- Process management
- Workforce motivation and awareness
- Supply chain engagement
- Risk based thinking and continual improvement

The Directors commit themselves to provide adequate resources to implement and communicate this policy effectively to all employees and to exercise all reasonable skill and care in performing their duties and providing service to their customers. The Company's performance and the operation of the management system are audited and reviewed to ensure maximum effectiveness in achieving customer satisfaction and to consolidate and strengthen Forza's market share by understanding the risks and opportunities in the industry and the wider business sector.

Will Hunnam



Managing Director Date of Issue: May 2023

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