

Quality Management Policy - 8 Essential Principles

Principle 1 - Customer-Focused Organisation

SOCF depend on their customers and therefore should understand current and future customer needs, meet customer requirements, and strive to exceed customer expectations.

Principle 2 - Leadership

The management of SOCF will establish unity of purpose and direction of their organisation. They will create and maintain the internal environment in which people can become fully involved in achieving the company's objectives.

Principle 3 - Involvement of People

SOCF recognise that people at all levels are the essence of their company and their full involvement enables their abilities to be used for their and SOCF's benefit.

Principle 4 - Process Approach

SOCF understand that a desired result is achieved more efficiently when related resources and activities are managed as a process.

Principle 5 - System Approach to Management

SOCF understand that identifying, understanding, and managing a system of interrelated processes for a given objective improves their company's effectiveness and efficiency.

Principle 6 - Continual Improvement

SOCF believe that continual improvement should be a permanent objective of their organisation.

Principle 7 - Factual Approach to Decision Making

SOCF recognise that effective decisions and actions are based on the analysis of data and information.

Principle 8 - Mutually Beneficial Supplier Relationships

SOCF knows that it and its suppliers are independent, and a mutually beneficial relationship enhances the ability to create harmony and value. SOCF will seek, of possible, to use suppliers from Redditch and the surrounding area.

What underlies this policy?

A comprehensive and fundamental belief that, to lead and operate SOCF successfully, means continually improving performance over the long term by focusing on customers and, at the same time, addressing the needs of all stakeholders.

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Paul Smith – Director

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Richard Smith – Director

Date