

P-1 Quality Policy

John White & Son (Weighing Machines) Ltd have developed and implemented a Quality Management System to the requirements of the ISO 9001:2015 in order to document the company's best business practices; to better satisfy the requirements and expectations of their customers; and to improve the management and performance of the company. The system addresses the development, production and maintenance of the company's products and the operation of the company's installation, maintenance and calibration services.

The following principles are applied throughout the company:

1. Full commitment of all personnel to delivering a high quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers.
2. Full commitment of all personnel to active involvement in making improvements.
3. Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements.
4. Full commitment to continually improving our quality management system.
5. Full commitment to ongoing training and development of staff.
6. Appraisal and checks to ensure our approved suppliers understand and meet our quality requirements.
7. All staff are aware of and follow our quality management system, associated procedures and policies and understand the process of continual improvement of our Quality Management System.

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality objectives are set annually at management review meetings when this policy is also reviewed and approved.

This policy is available to all staff within the organisation and also made available to any interested parties upon request.