



## Quality Policy

EHS – QMS - POL

Version 1.7

## Document History

### Document Control

Date	Person Responsible	Reason for Change	Revision Number
27-10-08	Birgit Schnelle	Development of document	1.0
15-05-09	Birgit Schnelle	Add document history. Update to reflect compliance with the new ISO 9001:2008 standards. Added new IT policies to core policies	1.1
04-10-10	John Hall	Change document – EHS	1.2
04-08-12	John Hall	Review document – EHS	1.3
10-12-14	Tiffany Jenkins	Review document	1.4
12-09-20	Fran Kavanagh	Review and update to reflect ISO 9001:2015 standards	1.5
11-03-22	Stickman Cyber	Annual Review	1.6
16-10-23	Fran Kavanagh	Review and update to DMF format	1.7

### Document Owner

Fran Kavanagh	QA Manager

### Approver

John Hall	CEO

## 1. Purpose

At Executive Health Solutions (EHS), we are committed to delivering exceptional products and services that meet or exceed our customers' expectations. Our dedication to quality is at the core of everything we do, and we continuously strive to improve our processes, products, and services to ensure customer satisfaction. This Quality Policy outlines our commitment to maintaining the highest standards of quality throughout our operations.

## 2. Terms and Definitions

### **Quality Objectives**

Refers to specific, measurable and time-bound targets or goals that an organization sets to achieve within the context of its quality management system (QMS). These objectives are designed to improve and enhance the quality of products, services, processes or overall performance.

### **Quality Principles**

Refers to fundamental guidelines, values and beliefs that underpin an organisation's approach to quality management. These principles represent a set of core concepts and philosophies that guide decision-making and actions related to quality within an organisation.

### 3. Roles and Responsibilities

This policy applies to employees, agents, and contractors (including sub-contractors and temporary contractors), third-party service providers of EHS and all its related entities, collectively referred to in this policy as 'workplace participants'.

<b>Document Owner</b>	Responsible for managing the document review process. The Document Owner must ensure all relevant stakeholders have been involved in the review, as appropriate. The Document Owner is responsible for ensuring the latest version of the document is available to relevant workplace participants after final approval from the Document Approver.
<b>Document Approver</b>	Responsible for approving the content and final version of a document prior to its release. The approval must be recorded in a relevant location, such as meeting records, via email or other mechanisms which are known to all participants within EHS.
<b>Department Managers</b>	Responsible for ensuring all documentation under their area of responsibility is relevant, available, and accessible.
<b>EHS Staff</b>	Responsible for implementing the EHS policies and procedures. EHS staff are expected to keep abreast of the latest policies and procedures, as applicable to them.

## 4. Quality Policy

### 4.1. Our Quality Objectives:

1. **Customer Satisfaction:** We prioritise understanding our customers' needs and providing solutions that not only meet but exceed their expectations. We are committed to delivering high-quality products and services that add value to our customers' businesses.
2. **Continuous Improvement:** We are dedicated to a culture of continuous improvement in all aspects of our operations. We encourage innovation and adaptability to enhance our products, services, and processes, always seeking better ways to serve our customers.
3. **Compliance:** We comply with all relevant industry standards, regulations, and laws. Our products and services are designed and delivered in a manner that aligns with the highest quality and safety requirements.
4. **Employee Excellence:** Our success is driven by the knowledge, skills and commitment of our employees. We invest in their development, provide a safe and inclusive working environment, and empower them to take ownership of quality in their roles.
5. **Environment Responsibility:** We are committed to minimizing our environmental impact by adhering to sustainable practices, reducing waste, and making responsible use of resources in our operations.

### 4.2. Our Quality Principles:

1. **Leadership:** Our management team is committed to leading by example, setting clear quality objectives, and promoting a quality-first mindset throughout the organisation.
2. **Customer Focus:** We maintain open lines of communication with our customers to ensure that their feedback and needs are incorporated into our quality improvement processes.
3. **Engagement of People:** We recognise that our employees are our most valuable resource. We promote their involvement and engagement in quality initiatives.
4. **Process Approach:** We adhere to structured, documented processes and continuously seek to optimise them for efficiency and effectiveness.
5. **Evidence-Based Decision Making:** We base our decisions on data and objective information, ensuring that they result in better quality and performance.

6. **Relationship Management:** We build strong relationships with suppliers and partners to ensure they share our commitment to quality and help us maintain the high standards our customers expect.
7. **Continuous Improvement:** We strive for ongoing improvement in all areas of our business, making decisions and changes based on the results of internal and external audits, as well as feedback from customers and employees.

## 5. Meeting our Commitment

This Quality Policy is communicated throughout the organisation and is reviewed annually to ensure its continued suitability and effectiveness. It is the responsibility of each employee to understand and implement this policy in their daily work.

EHS is dedicated to the principle that quality is not just a goal; it is a journey. At its core, quality is first and foremost about trust in our products, our services and our brand. It is about delivering what we promise in everything we do.

By adhering to these principles and objectives, we ensure that EHS remains a trusted and respected provider of high-quality products and services in the industry.

## 6. Evaluation

EHS shall annually audit their document control processes against this policy, their procedure, and Document Index to ensure the documents are approved and current.