

GX Group	Quality Management Policy Statement			Rev 2	Pg 1 of 1
Issued by	NB	date	19/1/2023	approved	NB

## Quality Management Statement

### Scope

The provision of Product Engineering design and other Related services

GX was established over 30 years ago to provide product Design for third parties, our own range of products for the environmental industry and control/automation systems for factories. GX also offers support and maintenance services for our products/systems. We are based in Usk and employ 25 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints
8. Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and is made available to interested parties.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is 18/1/2024

**Nick Broad**

**Operations Director**

Signed:



Date: 19/1/2023