



ISO 9001 Quality Policy Statement

Our overall objective is to carry out our operations in a way that provides and maintains the highest standard of quality for all our customers. We will achieve this through the implementation of this policy and by understanding and meeting the needs and expectations of our employees, customers, third parties, and regulators.


We will do this by:

- Recognising that quality is an integral part of our organisations business performance while complying at a minimum with all applicable legislation, regulations, and any other requirements.
- Complying with the requirements and continually improving an integrated management system that meets the requirements of ISO 9001:2015 and National Highway Sector Scheme 7.
- Setting and reviewing quality objectives, opportunities, and targets that are based on sales and customer satisfaction reduced complaints, a high standard of training, and fewer accidents.
- Top level management will provide the necessary financial backing and resources to achieve the requirements of this policy.
- Provide a high level of service to our customers with as little cause for complaint as possible.
- Ensure that when complaints are received, they will be attended to in a timely manner with a view to eliminating the root cause and preventing recurrence.
- Reviewing the management system and policies to ensure their suitability, adequacy, and effectiveness.
- Ensuring the management system and policies remain relevant and appropriate for Trustseal.
- Proactively communicating with third parties to ensure adequate controls over their activities and monitor that they provide competent resources to properly direct their operations.

Quality is everyone's responsibility and is a prime responsibility of all levels of management, so everyone is expected to contribute to achieving our overall objective.

We will provide adequate and appropriate resources to implement this policy, and we will ensure it is properly communicated and understood.

We will also actively encourage initiative and pursue the adoption of best practice within a developing culture where employees are consulted to support better commitment, ownership, and awareness of individual quality obligations.

Jon Wragg:  Managing Director

Date: 8th March 2023