

Adhere to the individual targets set in Objectives Targets and Continual Improvement Programme

**Objectives:**

1. Invoice queries to be minimised.
2. Customer service complaints (excluding invoice queries) to be minimised.
3. Respond to customer complaints in a specified time.
4. Minimise number of nonconformities on quality issues from internal audits.
5. Internal quality inspections to be conducted
6. Inspections/audits of applicable external providers
7. Minimise number of nonconformities raised in the Management Review Meetings/ Audits
8. To maintain our on-time delivery performance at more than 90% over the review period (the period between Management Review Meetings).
9. To maintain the level of nonconformities raised at less than 5% over the review period i.e. the number of nonconformities raised divided by the number of sales orders processed, expressed as a percentage.
10. To set and maintain Key Performance Indicators (KPIs) in other relevant departments and areas of work

It is the policy of Level Five Supplies Limited (LFS) to provide a high-quality service to ensure customer satisfaction and to meet any applicable requirements and codes of practice including BS EN ISO 9001:2015.

We continually seek to add value to the services we offer, whilst ensuring they remain current, competitive and relevant.

Management provide the necessary information, instruction and training to ensure the competence of all employees and familiarise them with the management system procedures applicable to their area of work.

We aim to continually improve the effectiveness of our management system and our performance by:

- Reviewing our management system on a regular basis and encouraging employees to review their working practices and suggest methods for improvement where appropriate and implementing improvements where practical.

- Implementing specific quality objectives and targets which are regularly monitored, reviewed and reported in our Management Review meetings where the ongoing suitability of this policy is reviewed.

This policy is issued and explained to all employees upon commencement of employment with the company and is available to all other relevant interested parties. Any revisions will be incorporated when necessary and be brought to the attention of all applicable interested parties.

## **MANAGEMENT ACCOUNTABILITY**

The person responsible for implementing the Company's Quality Policy Statement for Level Five Supplies Ltd is Alex Lawrence-Berkeley.