

Quality Assurance Policy Statement

Banner Business Supplied Ltd T/A Complete is committed to the highest quality of service and products and to creating a culture in which all employees feel they can participate in on-going improvements. The Company recognises the real business benefits of having a systematic approach to the control and development of the operational processes.

The Company is committed to:-

- Providing customers with high quality products and services which meet their requirements and are fit for purpose.
- Operating the business to comply with the requirements of ISO 9001 : 2015 Quality Management Systems Standard and continually improve the effectiveness of the management system.
- Enhancing the skills of employees through review and evaluation of skills to establish training needs, the objective of which is to prepare employees to perform their work most effectively, to the customers' benefit.
- Promoting the culture of continual quality improvements and the philosophy of "getting things right first time" in order to help meet our quality objectives.
- Rigorously controlling and continually monitoring the supply and quality of products and services sourced and supplied, and their suppliers / manufacturers.
- Promoting the quality management system as implemented and ensuring effectiveness by internal auditing, management review, corrective and preventive action and monitoring customer satisfaction.
- Supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where applicable, the company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied on request. Where products are sourced from external organisations which hold technical files relating to the products being offered, the company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced. Where services are provided to safety equipment and sourced from external organisations the company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

This policy is communicated to all persons working for or on behalf of the Company, and is available on request to clients, suppliers, and other external interested parties; displayed in the Company's Reception area for viewing by the general public or downloaded from our website and reviewed at least annually for continuing suitability.

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Complete is a trading name of Banner Business Solutions Ltd Registered in England No. 02405637.

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Every employee is responsible for understanding and meeting quality requirements within the Company, and for maintaining high standards to achieve our quality objectives.

C. Newman

Chris Newman

Chief Operations Officer