



## **QUALITY MANAGEMENT POLICY**

AFE Group T/A Mono Equipment based in Swansea, South Wales U.K. is a Global manufacturer, supplier and Installer of Bakery Equipment.

We are committed to achieving and maintaining the highest standards of workmanship and seeks to meet all customer requirements.

It is committed to delivering a high standard of Product and service to all customers at all times.

The requirements of this management system should be considered mandatory on all employees.

The Management recognise their responsibilities for managing quality within the Company's activities and have established a Quality Management System which complies with the requirements of BS EN ISO 9001, 2015 to achieve this.

It is MONO intent to continually improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

It is recognised that quality is the responsibility of all employees, and line management are charged with ensuring the clear communication and understanding of the management system among all their staff.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment. This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued.

Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.

Signed.....  ..... Date: September 2020

A.R. Jones - Managing Director