



OUR QUALITY POLICY STATEMENT

Countrystyle continues to invest in its facilities, equipment and people to ensure quality products and services are delivered consistently across all its operations and activities. This is achieved by the operation of an effective Quality Management System that has gained ISO 9001: 2015 Certification.

The Board of Directors and all staff at Countrystyle are committed to delivering products and services that meet our customers' needs and expectations, whilst maintaining and understanding the impact of our activities in relation to our local communities. In delivering this objective, we are focused on:

1. developing and enhancing our Quality Management System.
2. continually improving the effectiveness of our Quality Management System; and
3. delivering customer satisfaction.

PROMOTING QUALITY THROUGHOUT COUNTRYSTYLE

Countrystyle promotes its policy of delivering quality products and services across all its business activities by:

- operating an integrated management system certified to ISO 9001:2015;
- ensuring that quality requirements are identified throughout all our activities, undertakings and operations through effective communication both internally to staff and externally with customers and 3rd party providers;
- providing sufficient resources to implement our Quality Policy, including by ensuring that staff have suitable skills and equipment to provide a quality service and product in accordance with best practice; and
- determining performance against our Quality Management System by internal auditing, review and rectification of non-conformances.

QUALITY TARGETS FOR 2022-2023

- It is a key objective of the company to empower our people in the area of quality management, as we recognise that it is through this that we give ourselves the best chance of ensuring that our customers' requirements and expectations are fulfilled.
- Communicating and consulting with all interested parties including external providers to maintain a high level of service that meets customer needs.
- Monitor, audit and evaluate the performance of the integrated management system and processes to the satisfaction of interested parties.
- To promote the use of the process approach and risk-based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results.
- Operating within an integrated management system that meets the requirements of ISO 9001:2015 and seeks to prevent process loss such as adverse impacts on products and services and to identify risks and opportunities.

RESPONSIBILITIES

Group Level: The Managing Director and relevant Heads of Departments are responsible for the day to day management and control of Quality in the manufacture of products and delivery of services.

Site Level: Heads of Departments, Departmental Managers and Site Managers are responsible for the day to day management and control of operations at their own respective sites and departments.

General: All members of staff shall be responsible for the implementation of this Quality Policy.


Becky Byrne: Managing Director
August 2022