



# H J Enthoven trading as G & P Batteries - Quality Policy



The continuing policy of H J Enthoven trading as G & P Batteries, *hereon referred to as the Company*, is to provide a high quality, professional and efficient service, to ensure that all the requirements of its clients are satisfied. This achievement will result in securing efficiency, a strong customer focus, enhancement of long-term sustainability and profitability within the business.

The Senior Management Team will provide leadership and commitment and bear the responsibility for establishing, implementing, integrating and maintaining the principles of the Quality Management System in the company's day-to-day activities; and will ensure that sufficient resources are made available to achieve these aims. It is also committed to ensure through communication, engagement, practical example and training, that Quality is a priority for everyone employed by the company.

Through direction and support, each employee will have an appreciation and understanding of the importance of the Quality Management System function; their responsibility to contribute to its effectiveness, and its direct relevance to the ongoing success of the business.

Employees and contractors have duties and responsibilities that are related to this policy and the company's quality performance will be reviewed regularly to ensure that these are being satisfied.

Our Quality Management System has been redesigned to promote continual improvement by setting Quality objectives in line with the framework laid down within the standard ISO 9001:2015 that will address the risks and opportunities within and external to the company.

The Senior Management Team will meet on a regular basis to review

- the current level of resources available to the company, particularly those required for the continued and effective operation of its Quality Management System
- the company's progress in achieving its stated Quality Objectives and improvement plans
- reported Key Performance Indicators (KPI's) and to determine the necessary action required to address any shortfalls or under-performance
- non-conforming product or services, including Customer complaints;

and will strive to ensure that the highest quality standards are maintained in all company processes and activities, by,

- continually identifying areas for further improvement
- training employees and encouraging them to participate in good business practice and sound quality techniques
- taking a proactive approach and develop solutions for potential, as well as actual quality non-conformances
- considering continual improvement when making investment decisions for the business.

The Senior Management Team will regularly assess the effectiveness of the Quality Management System and encourages their fellow employees to uphold the principles of this policy.

Greg Clementson  
Managing Director

Tom Seward  
Commercial Director

Del Booth  
Business Process and  
Performance Director

Adam Williams  
Head of Finance

David Brookes  
Operations Manager

Donna Longmore  
Commercial Administration  
Manager

Janet Gerrard  
HR Manager

This Policy has been communicated to all company employees and is available to all interested parties upon request. It will be reviewed periodically to ensure it remains relevant and appropriate to the Company.