

Quality Policy and Objectives

Top management of Fullflow Group Limited will ensure the Quality Policy is communicated and understood at every level of the organisation through documented training and regular updates as the policy is further revised and enhanced.

Our Quality Policy is a key benchmark in the development of the Fullflow Group of Companies. Establishing a framework for reviewing and updating our business objectives at regular management review meetings, this policy is a statement that a high standard of customer service and satisfaction are achieved.

Our policy statement is controlled by the inclusion in the Quality Manual and is reviewed during management review meetings for continued suitability to the Fullflow Group Limited business management system and operations.

The Organisations Quality policy calls for continuous improvement in its Quality management activities and business will be conducted according to the following principles:

Quality objectives, including those needed to meet requirements for product, need to be established. The current objectives of Fullflow Group Limited, which has been determined by the management team are:

Communicate the Quality objectives and its performance against these objectives throughout the Organisation and to interested parties as relevant to the contact as specified in section 4.2 page 10 of 17.

Take due care to ensure that activities are safe for employees, associates and sub-contractors and others who come into contact with our work.

Adopt a forward-looking view on future business decisions which may have Quality impacts.

Train our staff in the needs, awareness and responsibilities of Quality Management.

The following Objectives are in place and subject to periodic Monitoring and Review.

- Monitor Customer Satisfaction as Part of the Internal Project Review Process.
- Product availability regularly meets the needs of Fullflows' customers.
- Minimise Non-conformances through internal Inspections and Product Quality Control.

Signed: 
J.A.F. WITZKE

Position: Group Managing Director

Date: 28th July 2021