

1.1.1 Quality Policy Statement

Lolu Alloys Ltd is firmly committed to complying with all the requirements of ISO 9001:2015, and to continually improve the effectiveness of its quality management system.

The quality policy is based on three fundamental principles: -

1. Ensuring that we fully identify and meet the needs of all our customers.
2. Examining our service provision processes and identifying areas for improvement and taking the necessary action to ensure improvement.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

The company's quality policy provides a framework for establishing and reviewing its quality objectives.

Whilst working within a constantly changing environment, the need for robust systems is paramount together with a disciplined approach by all staff.

To meet these objectives Lolus Alloys is committed to providing full support to its entire staff, both in direct and non-direct job-related issues.

This quality policy statement, together with all relevant sections of this manual, are issued to all employees of Lolus Alloys via the company intranet.

This quality policy is frequently reviewed (at least annually) to ensure its continuing suitability.

1.2 Role, Responsibilities and Authorities

The senior management has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the organisation chart.

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Ensuring that the management system conforms to applicable standards	Managing Director (Louise Lee)
Ensuring that the processes are delivering their intended outputs	Company Directors
Reporting on the performance of the management system and providing opportunities for improvement for the management system	Managing Director (Louise Lee) and External consultant
Ensuring the promotion of customer focus throughout the organization	Company Directors
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	Managing Director (Louise Lee)