

GEM Enterprise

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Quality Management Policy

Date:
January 2026



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Our Commitment to Quality: Quality is critically important to our business because we value our customers and stakeholders. We are committed to delivering products and services that consistently meet or exceed our customers' expectations in terms of quality, reliability, and value. Although we are a small organisation, we are establishing a robust approach to quality management from the outset. We are committed to continuous improvement in everything we do and have established a framework similar to a Quality Management System to measure our performance and drive improvements. This Quality Management Policy outlines our intentions regarding quality, our commitment to process improvement, and the responsibilities of our team in achieving quality objectives.

Quality Objectives: Our primary quality objectives are to achieve high customer satisfaction, deliver services on time and to specification, and continually improve our processes to enhance efficiency and outcomes. We will comply with all relevant legal and regulatory requirements applicable to our services, as well as any specific industry standards or codes of practice. In the absence of formal ISO certification, we still align our practices with the principles of internationally recognised quality standards (such as ISO 9001) and aspire to attain such certifications as the company grows.

Quality Management Systems and Practices: To support our aim of total customer satisfaction and continuous improvement, we have implemented the following systems and procedures (scaled appropriately to our business size):

- **Customer Feedback and Complaint Handling:** We regularly gather and monitor customer feedback to understand their needs and perceptions of our quality. Any customer complaints are taken seriously, and we have a straightforward procedure for logging, investigating, and resolving complaints in a timely manner. Learning from feedback and complaints helps us identify areas for improvement.
- **Supplier Selection and Evaluation:** We carefully select our suppliers and partners based on quality criteria and monitor their performance. By working only with vendors who meet our quality standards and deliver reliably, we ensure that the inputs to our business (materials, components, or subcontracted services) support our own quality commitments.
- **Employee Training and Development:** We invest in the training and development of our team members, equipping them with the skills and knowledge necessary to perform their jobs to a high standard. Every employee is briefed on the importance of quality and how their role contributes to it. As we grow, we will provide ongoing training in quality-related topics and empower staff to suggest improvements in how work is done.
- **Process Control and Audit:** We document key processes and periodically review them to ensure they are efficient and effective. We will conduct internal audits or reviews of our processes against this policy and our procedures. Any deviations or non-conformances identified are corrected and used as lessons to prevent future issues.
- **Quality Objectives and Performance Review:** We establish measurable quality objectives that align with our business objectives (for example, targets for customer satisfaction ratings, error rates, and project delivery times). Management reviews these objectives, along with audit results, customer feedback, and any significant incidents (such as complaints), on a regular basis (e.g., during management review meetings). Through these reviews, we ensure that the quality system is working effectively and identify opportunities for improvement or necessary changes to policy or processes.

Roles and Responsibilities: Ultimate responsibility for quality rests with the company's leadership. Management will ensure that adequate resources are provided for quality

management and that quality objectives are established and reviewed. However, quality is also the responsibility of every employee in their respective roles. Each staff member is expected to perform their duties with care and attention to quality, follow established procedures, and proactively seek ways to improve processes. We encourage a culture where any team member can voice concerns or suggestions regarding quality without fear of blame, so that we can learn and improve continuously.

Communication and Documentation: This Quality Policy is communicated to all current and new employees (e.g. via orientation and the staff handbook) so that everyone is aware of the company's quality focus. Key procedures and work instructions are documented and accessible to staff as needed. We maintain records as evidence of quality control (such as records of inspections, tests, customer feedback, etc.), which help us track performance and demonstrate our commitment to quality.

Review and Continuous Improvement: We will review this Quality Management Policy at least annually (and more frequently if required, such as when there are significant changes in our business or feedback indicating issues). The review will ensure the policy remains suitable and effective for the organisation. We are dedicated to the principle of continuous improvement, learning from experience, staying updated on industry best practices, and striving for excellence. By adhering to this policy, the company aims to establish a reputation for quality, earn the trust and loyalty of its customers, and lay the groundwork for potential future certification (such as ISO 9001) when appropriate.