QUALITY POLICY

In PPUK we pride ourselves on delivering the highest levels of products & services to all of our customers and recognizes the importance of maintaining strict quality assurance standards. PPUK endeavours to provide a quality service that meets and where possible exceeds the needs and objectives of all our customers. Continuous improvement and feedback are essential to the development of our quality processes, and are documented and retained to ensure that quality management principles are rigorously enforced. We are also committed to meeting the requirements of ISO 9001:2015 to achieve continual improvement in all areas of our business activity through the use of objectives and improvement plans. While ultimate responsibility for quality matters within PPUK senior managers are to ensure that their business regions are managed and adequately resourced, with adequate welfare facilities and appropriate human, financial and equipment resources available to ensure that a quality service can be provided. The Quality policy is to be reviewed annually and any revisions will be brought to the attention of all personnel working under the control of PPUK along with their obligations.

QUALITY OBJECTIVES

- To deliver error-free, on-time, competitive products and services,
  Achieve zero Customer returns, to meet or our customers'
  Expectations and all relevant statutory and regulatory requirements.

- To continuously strive to improve our quality in all areas of the business, driven by monitoring our company Key Performance Indicators, (KPI's)
  On a monthly basis.

- To ensure that all employees are committed to, aware of and are
  Responsible for the standard of work that they perform to achieve
  Customer Satisfaction in dealing within all departments.

F. O'Donoghue
General Manager
20/05/2024

Finbarr O'Donoghue

Z. Sosnowski
Quality Assurance Manager
20/05/2024