



# ROCK COMPLIANCE

## QUALITY POLICY

**Document:** RCP0017  
**Issue date:** November 2020  
**Review date:** November 2021

**Version 1**

*Shamsher.*



# QUALITY POLICY STATEMENT

Version Change Summary		
New Version ID	Date of Change	Summary of Changes
1	03/11/2020	Creation

## 1. QUALITY POLICY STATEMENT

The Board of Rock Compliance Limited is committed to achieving and maintaining the highest standards of workmanship and seeks to meet all customer requirements. It is committed to delivering a high standard of service to all customers at all times. The requirements of this management system should be considered mandatory on all employees. Ultimately, the delivery of the quality objectives within the quality management system framework is the prime driver of this policy.

The directors of the company recognise their responsibilities for managing quality within the company's activities and have established a quality management system that complies with the requirements of BS EN ISO 9001: 2015 to achieve this.

It is Rock Compliance's intent to continually improve the effectiveness and implementation of the quality management system and satisfy all applicable requirements relevant to the business.

It is recognised that quality is the responsibility of all employees, and all levels of management and supervision are charged with ensuring the clear communication and understanding of the management system among their staff and colleagues.

The key principles of Rock Compliance are:

- Customer focus - We treat all of our customers (internal and external) as if they are our principal customer. Every customer touch point must leave the customer satisfied
- Process approach – We understand and manage interrelated processes to ensure the effectiveness and efficiency of the system, which uses the Plan-Do-Check-Act process
- Improvement – We aim to be 'best in class' and look for incremental improvements in everything we do
- Leadership - As a management team, we set an example by maintaining the high standards of integrity and honesty that are expected of all our employees

- Improvement - We look at every area of the business where any incremental improvements can be made
- Planning - We plan important business events and ensure activities are carried out on time and in a controlled manner
- Engagement of people - We give opportunities to all our employees to contribute to the success of the company
- Relationship management - We treat our suppliers how we would like them to treat us

All managers will:

- 1) Resource and plan policy implementation
- 2) Ensure that quality management system requirements are reviewed regularly and are easily available to all persons who may need access to them
- 3) Monitor, measure and review performance so as to learn from experience and to ensure continued improvement
- 4) Ensure that, through training, coaching and advice, all employees are competent to undertake their duties



MINIMISING RISK. DELIVERING COMPLIANCE. **MAKING IT SIMPLE.**



+44 (0)1932 243 982



info@rockcompliance.co.uk



www.rockcompliance.co.uk