



Quality Policy

We are committed to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improving processes, products and services to meet and exceed customer satisfaction at all times.

The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Board of Directors. It is essential that all staff recognise and accept our philosophy of quality service delivery, accepting accountability for their own deliverables.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Developing and achieving specific, measurable, agreed, realistic and time-based (SMART) objectives. These are maintained as part of the management system, through internal auditing, monitoring and the management review processes.
- Defining and promoting the organisation's infrastructure and working environment.
- Developing and defining the organisation's corporate policy on appropriate issues. These include health and safety; staff management and engagement; customer service; and business issues such as data protection and bribery and corruption.

Top management shall:

- Take accountability for the effectiveness of the management system.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the management system are available; including training, support and encouragement.
- Communicate the importance of effective quality and environmental management and of conforming to the management system requirements.
- Ensure that the management system achieves its intended results.
- Engage, direct and support personnel to contribute to the effectiveness of the management system.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- Develop and maintain effective systems for document control, communication, audit, review and continuous improvement.

This policy will be communicated to all interested parties. Anyone working for or on behalf of the KKB Group, is expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves or others.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

Name:	Del Bhanot	Signed:	
Designation:	Managing Director		
Date effective:	21-04-2023		

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