



Quality Policy

Objective

Zipform is committed to establishing and maintaining a Quality Management System (QMS) to control our management and operational processes to meet and exceed client expectations in a proactive, professional and cost effective manner.

Strategy

Zipform will achieve this objective by;

- Promoting a spirit of pride and workmanship ensuring our core values of integrity, accountability, diligence, perseverance and work in accordance with Zipform's Code of Conduct and Ethics.
- Maintaining a quality assurance system based on the requirements of the ISO 9001:2015 Quality Management Standard.
- Empowering each individual in taking responsibility for the quality of their own work.
- Ensuring that all procedures used in our system are regularly reviewed and techniques improved whenever and wherever necessary.
- Adopting a philosophy of continuous improvement seeking performance feedback from customers and addressing all opportunities for improvement. Ensuring our QMS is constantly evolving and relevant to our goals.
- Stringently complying with all relevant legislation, as well as industry and Client specific requirements.

Implementation

The attainment of these quality goals requires;

- Strong and responsive management and a united commitment from all staff.
- All personnel to participate in, and contribute to, activity plans for quality maintenance and improvement.
- Awareness, encouraged through meetings on quality philosophies together with training and education where necessary, to supplement managerial and vocational skills.
- Regular internal audits.

Management of Zipform shall ensure that all necessary resources and support will be available to ensure the successful application of this policy. This policy applies to all Zipform employees, contractors and other personnel involved in activities pertaining to Zipform's operational activities.

Simon Backhouse
Managing Director

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