

PSMG LIMITED QUALITY POLICY STATEMENT

At PSMG, we are dedicated to delivering exceptional products and services that meet or exceed customer expectations. We strive to foster a culture of continuous improvement, innovation, and excellence across all aspects of our business.

Our commitment to quality is demonstrated by the following principles:

Customer Focus:

1. Understand and respond to customer needs and expectations to ensure satisfaction.
2. Provide tailored solutions that align with customer requirements and industry standards.

Continuous Improvement:

1. Regularly evaluate and enhance our products, services, and processes to ensure optimal efficiency and effectiveness.
2. Use data-driven decision-making and performance metrics to identify areas for improvement.

Competent Workforce:

1. Ensure all employees are adequately trained, competent, and empowered to perform their roles effectively.
2. Promote a culture of ownership, accountability, and professional growth.

Compliance and Integrity:

1. Maintain strict adherence to ISO 9001 standards and all relevant regulations.
2. Uphold the highest standards of ethical and professional behavior in all our operations.

Collaborative Engagement:

1. Engage stakeholders, including employees, customers, suppliers, and the community, to foster meaningful partnerships.
2. Encourage active communication and collaboration to promote shared success.

Quality Objectives and Monitoring:

1. Set measurable quality objectives and regularly review performance against these targets.
2. Conduct internal audits and management reviews to maintain and enhance our Quality Management System.

By adhering to this Quality Policy, we aim to deliver superior value to our customers, strengthen stakeholder trust, and ensure sustainable growth for PSMG.

Jason Silcox



Business Director
January 2025