



Altius Lifts Ltd Quality Management Policy

Policy Statement

At Altius Lifts Ltd, we are dedicated to delivering the highest quality products and services to our clients. Our commitment to quality management is integral to our business strategy and operations. We aim to meet and exceed customer expectations through continuous improvement, innovation and adherence to best practices.

Objectives

1. To comply with all relevant quality standards and regulations in the UK.
2. To consistently meet or exceed customer requirements and expectations.
3. To foster a culture of continuous improvement and innovation.
4. To ensure that all employees are committed to and responsible for quality.
5. To maintain effective communication with customers, suppliers and stakeholders.

Commitments

1. **Compliance**
 - Ensure compliance with all applicable quality standards and regulations, including ISO 9001 and other relevant certifications.
 - Regularly review and update our quality management system to reflect changes in regulations and industry standards.
2. **Customer Focus**
 - Understand and anticipate customer needs and expectations.
 - Ensure customer satisfaction by delivering products and services that meet agreed specifications, on time and within budget.
 - Actively seek and incorporate customer feedback to improve our offerings.
3. **Continuous Improvement**
 - Encourage a culture of continuous improvement throughout the organisation.
 - Set measurable quality objectives and targets and monitor progress regularly.
 - Use data-driven decision-making to identify areas for improvement and implement corrective actions.
4. **Employee Engagement**
 - Provide ongoing training and development to ensure all employees understand their role in quality management.
 - Encourage employee involvement and empowerment in quality improvement initiatives.
 - Recognise and reward contributions to quality improvements.
5. **Process Management**
 - Implement efficient and effective processes that ensure consistent quality.
 - Regularly review and optimise our processes to enhance performance and reduce waste.
 - Use risk management techniques to identify and mitigate potential quality issues.



6. **Supplier and Partner Collaboration**

- Establish and maintain strong relationships with suppliers and partners who share our commitment to quality.
- Ensure that our suppliers and partners meet our quality standards through regular assessments and audits.
- Collaborate with suppliers and partners to drive mutual improvements in quality.

7. **Communication and Transparency**

- Maintain open and transparent communication with customers, employees and stakeholders regarding our quality policies and performance.
- Regularly report on our quality objectives, achievements and areas for improvement.

Implementation

1. **Management Responsibility**

- Senior management is responsible for the implementation and effectiveness of this policy.
- Allocate appropriate resources to support quality management initiatives and compliance.

2. **Employee Responsibility**

- Employees are expected to adhere to this policy and actively participate in quality improvement programmes and initiatives.
- Report any quality concerns or suggestions for improvement to their manager or the designated quality officer.

3. **Monitoring and Review**

- Conduct regular internal and external audits to ensure compliance with our quality management systems.
- Review and analyse performance data to identify trends and areas for improvement.
- Update the quality management policy and procedures as needed to reflect best practices and organisational changes.

Review and Continuous Improvement

Altius Lifts Ltd is committed to the continuous improvement of our quality management system. This policy will be reviewed annually, or more frequently, if necessary, to ensure its effectiveness and relevance. Feedback from employees, customers, suppliers and other stakeholders will be actively sought and considered in the review process.

Approval

This quality management policy is endorsed by the senior management of Altius Lifts Ltd and is effective from 10/03/2026.

Paula Bettridge

Paula Bettridge
Managing Director
Altius Lifts Ltd
10/03/2026