

QUALITY POLICY – ISO 9001:2015

FS82709 – Aurora Limited

Policy Statement: *To satisfy our customers' expectations for service delivery, cost effectiveness, quality and excellence in all we do.*

Aurora Limited who are committed to providing its customers of exceptional lighting solutions with innovative, high quality lighting products, which meet current legislation, offer value for money, and are exactly what we promise, the first time, every time.

The Top Management of Aurora Limited are committed towards a Quality Policy that ensures that all company activities are aimed at producing products and services that satisfy the specific contractual statutory and regulatory requirements, and international standards that are supported by a system which meets the requirements of **BS EN ISO 9001:2015 (E)**.

They are also committed to the continual improvement of the effectiveness of our quality management system and the quality of product we manufacture.

This Quality Policy of Aurora Limited is set, monitored and reviewed by Top Management on a twelve-monthly basis to ensure the effectiveness of our quality management systems.

Aurora's Top Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System, through the Operations Director.

We undertake to ensure sufficient resources are made, now and in the future, available within Aurora Limited to achieve this.

The policy is maintained by the continuous monitoring and measuring of all company pre-set objectives and targets, such as, assessing risk and opportunities, providing support and resource, achieving customer satisfaction, reducing non-conformity, reducing customer complaints, completing internal / external audits, supplier performance monitoring, and seeing through corrective and preventive actions.

All employees throughout the company are responsible for quality. This is to be achieved by complying with the quality policy and following procedures stated within our companies' quality management system documentation.

The Quality Policy is communicated to the company via departmental notice boards and if amendments are made to the policy, they will be circulated to all employees via email.

Signed:



Keith Mackenzie
Operations Director

Date: 15/02/18

Review Date: 14/02/19

Note: Quantifiable and measurable targets are being used to achieve the quality objectives. The top management decides on yearly targets at the beginning of each year, which is communicated to the concerned persons. Achievements shall be reviewed against the targets.

What are the 2018 quality objectives?

There are three quality objectives that support the Quality Policy.

1. Customer Delivery Expectations – 90%
2. Reduce customer rejections to a maximum 1% of the order.
3. To reduce the number of internal rejections.

These objectives are measured by specific key performance indicators (KPI).

Why do we need or even have quality objectives?

We have quality objectives because ISO 9001 requires them. In section 6.2 of ISO 9001, it states that quality objectives are to be established and shall be measurable and consistent with the Quality Policy.

How are the quality objectives measured?

Each objective has KPIs that measure the quality of our processes, services, and/ or service-related products. These indicators let us know how well we are doing in meeting the objective(s).

The KPIs are routinely reviewed to make system corrections as necessary.

How do I contribute to and/or affect the quality objectives?

First, you can contribute to and/or affect the successful achievement of quality objectives by recording and reporting accurate data.

Second, by understanding how each of us individually contributes to the delivery of our products to the customer, we can each play our role in achieving the quality objectives

The quality objectives are established to provide us with data that will measure and quality how satisfied our customers are, indicate the level of readiness of our people and equipment to deliver our product(s), and how well our suppliers are delivering to agreed requirements.

This policy will be made available to relevant interested parties

Signed:



Keith Mackenzie
Operations Director

Date: 15/02/18

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