

### Purpose

This policy outlines the scope of the Quality Management System and ensures that Coventry Group Ltd (CGL) provides a high quality, professional and efficient service to its customers and suppliers, whilst providing quality and reliable products for customer satisfaction. This provides support to CGL's commitment to continual improvement.

### Scope

This Quality Policy covers all CGL Business Units, products and services, distribution centres and manufacturing sites.

### Policy

Coventry Group Ltd will:

- Develop and maintain a sustainable Quality Management System that is aligned to CGL's strategic and business objectives in accordance with ISO9001 requirements.
- Promote continual improvement within the business in line with our core values and framework by challenging our work processes through compliance with applicable statutory and regulatory requirements and promoting a need to identify best practices in our product and service delivery.
- Respond promptly to any product or service issues and ensure appropriate action is taken to remedy any concerns by implementing sustainable corrective actions to prevent a reoccurrence.
- Continue to deliver product quality and high service standards to our customer's requirements by monitoring, measuring and evaluating the system through regular management reviews and communicating with our employees, suppliers and contractors.

### Associated Documents

- ISO 9001:2015 Standard
- QMS TD M 001 – Trade Distribution Quality Manual
- QMS FS M 300 – Fluid Systems Quality Manual

### Current Version Details

Version #	Approved by	Approval Date	Effective Date	Next Review Due
20.5	Coventry Leadership Team	25-Jul-2022	25-Jul-2022	25-Oct-2023



## Policy History

<u>Description</u>	<u>Reference #</u>	<u>Date</u>	<u>Authority</u>
Update of policy	16	10/15	Quality & WHS Lead
Amendment of quality policy for new ISO 9001:2015 transition	17	07/17	CEO
Amendment of quality policy	17.1	08/17	CEO
Change of format	18	12/17	CEO
Amendment of Quality Policy	18.1	16.02.2018	ELT Approved
Amendment of Scope	18.2	17.07.2018	GM PSWQ
Amendment of Policy	19	25.07.2018	ELT
Addition of Torque Industries	19.2	21.05.2019	GM PSWQ
Amendment of Scope and Wording	20	21.11.2019	ELT
Amendment of address	20.1	29.11.2019	GM PSWQ
Review/Amendments	20.2	13.10.2020	CLT
Addition of Addresses	20.3	03.02.2021	CLT
Amendment of Addresses	20.4	24.02.2021	CLT
Removal of Addresses	20.5	25.07.2022	CLT
Next Review Due		Oct 2023	

