

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

Policy History

<u>Description</u>	<u>Reference #</u>	<u>Date</u>	<u>Authority</u>
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
Removal of Version Details, update Values logo	20.6	19.10.2023	CLT

Next Review Due

Oct 2025

