Quality Policy

EPS UK Ltd

EPS UK Ltd. is committed to delivering products and services which always meet or exceed the needs and expectations of our customers and which are in accordance with customer, statutory and regulatory requirements.

We aim to build a mutually profitable relationship with our customers, ensuring their long-term success by providing innovative solutions and products, outstanding product quality and excellent customer service.

EPS Management are committed to implementing and maintaining a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015 and are committed to the QMS being an integral part of how we run our business.

We are committed to:

- Ensuring that our customers' needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Implementing the process and procedures necessary to achieve the standards expected of us by our customers.
- Communicating this Quality Policy and the importance of meeting customer needs and all relevant statutory and regulatory requirements throughout the organisation.
- Identifying and understanding risks and opportunities that affect customer satisfaction and our ability to provide quality products and services.
- The ongoing improvement of our processes to increase efficiency, enhance customer satisfaction, and eliminate non-conformities.
- Encouraging open and honest communication at all levels of our organisation and with our customers.
- Learning from customer feedback and using it to inform continuous improvement.

To meet these commitments, we will:

- Regularly review the internal and external issues affecting our Quality Management System and the needs and expectations of interested parties.
- Regularly monitor and evaluate the effectiveness of our quality management system via internal and external audits, key performance indicators and management review.
- Take appropriate steps to continually improve the processes and effectiveness of the Quality Management System.
- Establish specific, measurable Quality Objectives through the management review process, communicate these objectives as appropriate and monitor the progress to achieve these objectives.
- Regularly review this Quality Policy in order to ensure its continuing suitability.

We recognise the important role that our personnel play in upholding quality. We require all personnel to understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System. We commit to involving all employees in our QMS and providing the necessary environment, resources and training to support them in this.