

## QUALITY ASSURANCE POLICY

### Contents

- 1.1 Introduction
- 1.2 Orbital Fasteners Ltd quality assurance policy objectives
- 1.3 Orbital Fasteners Ltd quality assurance principles
- 1.4 Scope of Orbital Fasteners Ltd quality assurance policy
- 2.0 Orbital Fasteners Ltd quality assurance policy

**Policy updated on:** 10<sup>th</sup> January 2025

**Date for next quality assurance policy review:** 10<sup>th</sup> January 2026

### 1.1 Introduction

Orbital Fasteners Ltd prides itself on delivering the highest levels of service to all its clients. Orbital Fasteners Ltd recognises the importance of maintaining strict quality assurance standards to ensure that all Orbital Fasteners Ltd' work meets and exceeds its commitments to clients. Continuous improvement and feedback are essential to the development of Orbital Fasteners Ltd's quality processes and are documented and retained to ensure that quality management principles are rigorously enforced.

Orbital Fasteners Ltd requires all staff to follow the quality management policy. A copy of Orbital Fasteners Ltd's quality management policy is made available to all staff. This policy is regularly updated to ensure that it complies with the latest standards in quality system management.

### 1.2 Orbital Fasteners Ltd quality assurance policy objectives

- To establish, document, implement, and maintain a quality management system and continually improve its effectiveness in accordance with client, supplier, and business needs.
- To ensure that client's needs and expectations are determined and fulfilled in order to deliver a consistently high standard of service, in accordance with Orbital Fasteners Ltd's values and business objectives.
- To communicate quality assurance principles to all staff, clients, associates and stakeholders in order to meet customer needs and to fulfil legal requirements.
- To establish the quality policy and quality objectives across all Orbital Fasteners Ltd's processes
- To enhance sustainability of Orbital Fasteners Ltd's business, reducing waste and minimising environmental impact.

### **1.3 Orbital Fasteners Ltd quality assurance principles**

- Orbital Fasteners Ltd will regularly review its quality management system, to ensure that systems and processes, including internal the recording of all relevant information and the archival of relevant documentation are fulfilled for each job.
- Orbital Fasteners Ltd will invite feedback during each job process and ask clients to complete a satisfaction questionnaire at the end of each completed project to facilitate continuous improvement.
- Orbital Fasteners Ltd welcomes external auditing of its quality assurance process, including site visits from clients.

### **1.4 Scope of Orbital Fasteners Ltd quality assurance policy**

- Orbital Fasteners Ltd's quality assurance policy applies to all work undertaken by Orbital Fasteners Ltd on behalf of its clients, including goods and services produced by third party agents and suppliers, and subcontractors.
- The policy applies to all staff, who are actively required to engage in quality assurance procedures including record keeping, and proactively responding to feedback.
- Responsibility for the quality assurance policy lies with the Managing Director.
- The Managing Director is responsible for ensuring that all staff are compliant in maintaining documents and records necessary for compliance with Orbital Fasteners Ltd's quality standards.
- The Managing Director is responsible for maintaining standards across all services.
- The Managing Director is responsible for ensuring that all staff recognise quality assurance principles and have the necessary skills and training to fulfil their role within the quality management process.

## **2.0 Orbital Fasteners Ltd quality assurance policy**

Orbital Fasteners Ltd's quality assurance policy is designed to mirror the outcomes expected of internationally recognised quality systems, such as ISO 9001:2008 and its equivalents.

### **2.1 Customer focus**

Orbital Fasteners Ltd strives to ensure that it closely works in partnership with the client and the client's professional representatives to deliver a finished project on time, on budget and to the exacting qualities expected.

A Supervisor is assigned to each department to ensure that all services are delivered in accordance with the Client brief and to the issued programme. The Supervisor acts as a key point of liaison for raising any issues regarding changes to specification or project timelines, which can be escalated to Director level if the Supervisor is unable to resolve them. The Supervisor is also responsible for ensuring the feedback on project outcome is monitored and retained within the quality system.

## **2.2 Leadership**

Orbital Fasteners Ltd communicates its vision to all its workforce, clients and stakeholders. Orbital Fasteners Ltd's values are stated to all staff upon induction and reinforced with regular training. Orbital Fasteners Ltd's management ensures that appropriate resources, including the latest technology and access to health & safety, and professional training for staff, are available for all aspects of our services. A Supervisor is assigned to every department to ensure that all resources committed to a project are sufficient for the task, and to encourage responsibility within the workplace.

## **2.3 Staff involvement**

Orbital Fasteners Ltd uses processes to ensure that the accountability and responsibility of its workforce at all stages of a job. Records are kept within the personnel files at each stage. Continuous feedback during each job or project ensures that staff input is fairly assessed and monitored and that any issues are escalated and dealt with. Monthly meetings ensure that knowledge and best practice are shared and incorporated into on-going project management.

## **2.4 Process**

Orbital Fasteners Ltd manages all processes to ensure the effective use of resources, and maintains accurate records, including contract reports, time sheets and schedules, and specifications to document the use of processes.

Clear processes, from the selection of suppliers, equipment and subcontractors to service standards for outcomes enable Orbital Fasteners Ltd to minimise risks and maximise team performance. Feedback and review of completed jobs enables Orbital Fasteners Ltd to ensure that its service outcomes fulfil client's needs and objectives.

## **2.5 System approach**

Orbital Fasteners Ltd follows the document record keeping process identified in section 2.4 to ensure that quality systems are adhered to.

## **2.6 Continuous improvement**

Orbital Fasteners Ltd uses feedback gathered from clients and customers (documented in contact reports and archived within the job files), on-going feedback from briefings, customer specifications, schedules of work, drawings, programmes or timelines and post-project evaluation to ensure that processes are effective. Where improvements are identified, these are incorporated into the ongoing quality management process.

## **2.7 Factual approach to decision making**

Orbital Fasteners Ltd maintains records of all decision-making processes to analyse the impacts upon clients and stakeholders. Supplier records are monitored to ensure that best value is achieved for all services. Client and customer feedback and decision making is incorporated into decision making. Records are accurate and up to date, and comply with the Data protection Act in terms of their use and sharing. Orbital Fasteners Ltd ensures that the confidentiality of client and customer data remains secure in line with our Cyber Security Policy and our Data Protection Policy. Records held by Orbital Fasteners Ltd are never transferred to third parties without full consent of affected parties.

## **2.8 Mutually beneficent supplier and sub-contractor relationships**

Orbital Fasteners Ltd regularly reviews its supplier lists to ensure value for money is achieved for all services. Orbital Fasteners Ltd strives to use suppliers and subcontractors with similar quality assurance, environmental and health & safety standards. Regular contact is made with suppliers and subcontractors to manage quality and adherence to deadlines is documented with service timeline records. Usually, three quotations are obtained for each given task to ensure transparency in competition. Orbital Fasteners Ltd seeks to balance the needs of clients, customers and suppliers to ensure mutually advantageous outcomes.

Signed:  J WILSON

Name: Jon Wilson

Position: Director

Date: 10<sup>th</sup> January 2025