



THE SCALE COMPANY QUALITY ASSURANCE POLICY

We aim to provide total customer satisfaction in our supply of our products and services according to our customers' requirements and the requirements of relevant interested parties.

We have ascertained the needs and expectations of all interested parties and produced SWOT and PEST analyses. Through these processes we have developed this quality policy and identified issues and determined the risks and opportunities that need to be addressed. Review and continual improvement of the system aims to minimise nonconformities and maximise application of the ISO 9001:2015 standard within our organisation.

We aim to meet all applicable requirements. Our quality objectives and targets support our strategic direction and are decided upon at the annual Management Review Meetings and from time to time in between meetings, to measure their progress and effectiveness.

All operations will conform to the quality management system BS EN ISO 9001:2015

This policy is available to be provided to all relevant parties with permission from the Director.

Signed:  Date: 11/01/2023

Mr Jim Johnstone, Director