

# Quality policy

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## Statement of policy

The aim for Luke Hughes & Company Limited (LHCL) is to be known and respected for consistency of service, quality and reliability, and to supply durable goods which meet or exceed clients' requirements and expectations.

This aim is founded on total commitment to quality by every member of staff, starting with the Managing Director, and throughout the entire process of providing furniture to a client, from initial contact to delivery to after sales service. This means that every contract is constantly monitored until thoroughly finished.

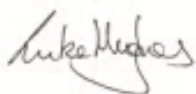
The Quality Manual and Quality Assurance Procedures Manual are authoritative documents that describe the policies, procedures and operating practices to be followed by the company. Every member of staff are required to familiarise themselves with this policy and the detailed procedures and practices applicable to their area of work. All staff will be actively encouraged to make positive recommendations for improvements at all levels.

As part of we are committed that our accreditation system will satisfy all the requirements of EN ISO 9001:2015. Our QMS also address and supports our strategies for the supply of durable goods which meet or exceed clients' requirements and expectations. To achieve this we operate systems in accordance with our prescribed procedures laid down in our quality manual. By adhering to the Quality Manual, along with supporting procedures and work instructions, we will ensure that activities are carried out and controlled in a manner compatible with achieving contractual obligations effectively as well as considering any associated risks in the operating environment. It is of paramount importance to maintain a consistent approach to quality assurance. We also continuously review our Quality

The company's Quality Objectives are established and reviewed as part of the management meetings on the quality system, which are held at least twice a year.

Signed:

Date: May 2018



Luke Hughes  
Managing Director

