



## Quality Policy

SPFA believes that Quality means understanding and exceeding all the expectations in our business relationships, wherever they may occur.

SPFA works to maintain the highest ethical and professional quality standards in dealing with our clients, suppliers and all other stakeholders, in return we expect the same consideration.

SPFA holds, maintains, and looks to continually improve the effectiveness and suitability of our ISO 9001:2015 certified quality system through the Plan-Do-Check-Act (PDCA) cycle.

This enables SPFA to be held accountable for the level of products & service expected from us, whilst striving to maximise our performance through ongoing analysis of risks and opportunities.

Our personnel are assisted in understanding of the Quality Policy via regular updates and ongoing internal training/information programs. They are also actively encouraged to participate in the system improvement process by providing feedback and suggestions to management.

Our Objective is to supply our customers, suppliers, and any other stakeholder, with the highest quality of products, service and communication.

We endeavour to be a conscientious, accountable and competitive company in all the markets that we participate in.

**Jeff Nicholas**



**Managing Director**