



## Quality Systems Policy Statement

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.

Our Quality Plan and Quality Objectives enable SPFA to meet requirements and expectations by providing strategic review of policy and process expectations, be held accountable for the performance of the plan and the level of products and service expected from us, whilst striving to maximise the performance of our operations through ongoing analysis of execution, 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 necessary 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**

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