

# QUALITY MANAGEMENT POLICY

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Approved by: Mark Dolman - Managing Director



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## Purpose

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the Quality Management System (QMS) is reviewed by senior management to ensure it remains appropriate and suitable to the business.

Internal quality audits are carried out on a regular basis following the QMS audit plan, audits are carried out on all operational departments to ensure process and systems are followed and our customers receive our services at the agreed standards.

## Policy Statement

Portable Space Ltd is committed to:

- Delivering products and services that fully meet or exceed customer expectations and contractual requirements.
- Maintaining an effective Quality Management System in accordance with ISO 9001:2015.
- Ensuring full compliance with all relevant legal, regulatory, and industry requirements.
- Promoting a culture of continual improvement and innovation across all functions of the business.
- Setting and reviewing measurable quality objectives that support our strategic direction.
- Providing appropriate training, support, and resources to enable our people to fulfil their responsibilities to the highest quality standards.
- Maintaining our Quality Management System (QMS) to evaluate, select, and monitor the performance of our suppliers and subcontractors.
- Conducting regular internal audits and management reviews to ensure the ongoing suitability, adequacy, and effectiveness of the Quality Management System.
- Engaging with all stakeholders and fostering long-term relationships based on trust, quality, and reliability.

## Scope

This policy applies to all colleagues, operations, and activities undertaken by Portable Space Ltd, including those carried out by subcontractors or suppliers on our behalf.

## Responsibilities

Senior management is responsible for ensuring the implementation and ongoing improvement of the QMS and for promoting quality as a core organisational value.

Managers and Supervisors are responsible for communicating quality expectations and monitoring performance in their areas of responsibility.

All colleagues are responsible for following procedures, reporting non-conformities, and contributing to quality improvement initiatives.

## Communication & Availability

This policy is communicated to all Portable Space colleagues and made available to interested parties on request. The policy is reviewed regularly to ensure its continued relevance to the needs of our business and stakeholders.