

Quality Policy Statement

The managing director, managers and employees of 'M. J. Allen – National Autoparts' are fully committed to the operation of our Quality Management system (QMS) which complies with the requirements of ISO 9001.

It is our management's belief that operating to this standard will ensure positive long-term relationships with both customers and internal-external providers whilst achieving our objective of a satisfactory customer base and long-term profitability for interested parties.

Our top management is committed to:

- Satisfying relevant requirements by ensuring customer, statutory and regulatory requirements are determined, understood and consistently met.
- We will enhance customer satisfaction and continually improve our quality management system by ensuring risks and opportunities which could affect conformity of services, products or our ability to achieve customer satisfaction are identified and addressed.

Our top management will:

- Ensure customer satisfaction through the provision of high quality levels in both products and support services.
- Maintain defined processes in compliance with International Quality Management System ISO 9001.

Top management continually develop our quality system through the following:

- The Quality Management System is fully described in the QMS manual, which includes the Quality Management processes and supporting Quality Documents, and is upheld and supported by personnel at all levels.
- Ensure our QMS achieves its intended results, and is compatible with the context and strategic direction of our company.
- Assign responsibilities and authority, but remain accountable for our QMS effectiveness
- Establishing customer requirements and ensure we comply with them at all times (including regulatory and statutory requirements, and will consider internal and external environments when implementing our quality management system)
- Risk assessments will be carried out where necessary.
- Promote the use of a process approach and risk based thinking.
- Ensure resources needs are identified, implemented, maintained to ensure effective implementation and continually improve the QMS (such as personnel, training, environment, infrastructure)
- Promote improvements to improve processes, products, services and the QMS to enhance customer satisfaction (such as actively looking for opportunities, engaging staff, training, support and encouragement)
- The monitoring and reviewing of the QMS by internal auditing, objectives monitoring and management reviews to ensure continual improvement in systems and service.
- The development and training of staff, together with effective communication, so that we continue to ensure maximum levels of quality products and service provision.
- Communicate the importance of effective quality management and conform to the QMS.
- This policy will be communicated to all employees and providers working for or on our behalf.

Our company statement is reviewed annually by our top management, who will update and re-issue when necessary.

Internal circulation: Reception, Stores Dispatch, Quality notice board, All Directors, All Managers.
Social media circulation: Company Website, Facebook.

Mr. Kevin Hall (Managing Director)



1st October, 2019