Quality and Health & Safety Manual: Issue 2

Section: 4.0 | Quality Policy Statement | Date: 21.3.25

Orbit Distribution Limited is a customer focused organisation, committed to the ownership and continual improvement of Processes and the Quality System. We have adopted a process approach when developing our quality system, and recognise that process outputs become inputs to follow-on processes. This policy statement and the quality management system were developed following a review process conducted by top management which took into account the context of the organisation. We have also recognised risks and opportunities that must be addressed within the agreed context of the organisation, and have developed a risk-based approach to decision making regarding these risks and opportunities.

We must constantly monitor our ability to supply products and services that consistently meet customer and applicable requirements, and satisfy this via setting objectives and targeted measures for our core processes, supported by management review and auditing. Our core processes are:

Sales Process
Purchasing Process
Delivery Process

The management team provide leadership to create and maintain an environment which encourages the fulfilment of quality objectives which must include those related to customer satisfaction. They have responsibility for ensuring that the quality policy is understood, implemented and complied with. The Quality Manual defines quality policy and how the requirements of **ISO 9001:2015** have been addressed. All personnel are responsible for ensuring that each part of the quality system relevant to them, is operated in accordance with specified requirements. This policy will be issued to all relevant interested parties upon request.

We have recognised internal and external influences, and apply the following principles:

The need to maximise customer satisfaction and build long term relationships.

To only accept contracts for which we have the ability and expertise to satisfy.

To operate in an ethical and efficient manner, providing a sufficient return on investment.

To provide a suitable and safe working environment, where all employees are considered to perform an important role, and be a member of the team.

Provide an environment where employees can maximise their potential, and are encouraged to support and help others.

To form long term and mutually beneficial relationships with key suppliers.

To provide local employment opportunities.

To minimise any adverse environmental impact.



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Managing Director