

Flowrite Quality Policy

Quality policy statement

Flowrite directors are committed to providing a high standard of service to all customers. Our team understands their responsibilities in ensuring we meet the requirements of our Quality Management System (QMS).

Commitment to quality

Quality is integral to Flowrite working practices. We believe it is critical to the success of our business. The key elements of our approach to quality are based on the following principles:

- **Customer focus:** We are committed to supplying our customers with high quality products and services which meet their requirements.
- **Process approach:** Our processes are structured into a documented Quality Management System (QMS) which meets the requirements of ISO 9001: 2015.
- **Improvement:** We are committed to the continuous improvement of the services that we provide and to the effectiveness of our Quality Management System. We will make improvements where needed to ensure customer satisfaction.
- **Certification:** Our QMS is externally audited by QAS International and has been certified as meeting the requirements of ISO 9001: 2015.

Richard Fielding & Paul Stevens, 2 August 2019