

<p>Document Scope: Stairlifts & Platform Lifts UK Design & manufacture - Stairlift D&M - Platform Lift D&M</p>

Quality Policy

Issue date: 1st July 2022

Issue: 04

Responsibility: Managing Director

Scope

Stannah Lift Services Ltd (Stairlifts & Platform Lifts Design & Manufacture)

Policy

Quality is recognised as a fundamental component of the value our customers expect from Stannah. For over 150 years, successive generations of the Stannah family have passed down our commitment to ethical and responsible business – each preserving and building on the standards and ideals of the previous generation.

We aim to be world class in our solutions for access, independence and convenience, both in the home and in business. This means we always put our customers first, ensuring they are at the forefront of everything we do.

We have an overriding commitment to the quality of products and services we provide to our customers, whilst ensuring compliance with The Supply of Machinery (Safety) Regulations 2008 along with other statutory and regulatory requirements in all aspects of our business activities. Our foundation of working in line with the ISO9001:2015 quality management principals will support our 2022 focus on developing sustainable products and services.

The communication and deployment of this Quality Policy is ultimately the responsibility of the Managing Director via the company's organisational structure; however, the implementation and achievement of the company quality objectives lies with each of its employees.

To this end, each area of the company will have annual objectives which contribute to achieving the company's overall strategic objectives. These objectives will be displayed along with the relevant KPI metrics. In addition, continuous improvement will operate in all areas of the company to encourage employees to improve the quality of our products, processes and services.

This Quality Policy is reviewed annually under the Quality Management Review (QMR) Process.



Andy Hastilow
Managing Director
Stairlifts and Platform Lifts

Variations

None

Review & Retention

Review reason	Date of review	Next review	Reviewed by
Creation of new policy merging Stairlift & Platform Lift D&M Operations	27/03/2019	01/01/2020	A Hastilow
Annual review	01/01/2020	01/01/2021	A Hastilow
Annual review	13/01/2021	01/01/2022	A Hastilow
Annual review	01/07/2022	01/01/2023	A Hastilow