

Quality Policy

Vygon UK Ltd is committed to total Quality Management to provide products of the highest quality and in compliance with the Customer’s specific requirements.

Vygon UK Ltd operates simple, systemised, and transparent QMS processes. They drive accountability, productivity and external focus which provides a framework for the setting and reviewing of Quality Objectives at our Management Review Meetings, and for meeting our regulatory and legislative requirements and directives. The strategic direction of our Quality Policy comprises:

Customer focus: Customers are the heart of our business. We are committed to providing the highest service, and to continually review our processes, products, communication, and services to meet and exceed our customers’ expectations.

Leadership: Top Management is committed to the development and implementation of the quality management and maintenance of its effectiveness through communication, the quality policy, setting quality objectives, conducting management reviews and ensuring the availability of resources.

Engagement of people: As an organisation, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used not only for our benefit, but to enhance our customers’ experience.

Training: As an organisation we recognise that training and the effectiveness of training is commensurate to our customer satisfaction by ensuring that personnel are adequately trained and competent to perform tasks. All training and competence requirements are documented accordingly.

Process approach: We have established Quality Systems and monitor processes against performance targets i.e. SLA’s, KPI’s and Quality Objectives which are reviewed, at the very least, annually.

Improvement: We are committed to achieving continual improvement across all aspects of our Quality Management System, business, and infrastructure - the basis of our annual objectives and strategic direction.

Evidence-based decision making: We are committed to only make decisions relating to our QMS following an analysis of relevant data and information to maintain its effectiveness.

Vygon UK Ltd is committed to Quality Excellence and to meeting the requirements of other interested parties, meeting our regulatory, social, environmental, health and well-being and charitable responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document QM-003 Business Objectives.

Les Davies	Managing Director	Les Davies <small>Digitally signed by Les Davies Date: 2024.03.15 17:31:02 Z</small>	15-Mar-2024
Name	Title	Sign	Date