



POL001

**QUALITY POLICY**

OWNER: QUALITY MANAGER

**Falcon Foodservice Equipment is part of the AFE Group.**

Falcon Foodservice Equipment, under the parent organisation of AFE Group, is committed to maintaining its position as a leading manufacturer of commercial catering equipment and associated applications to the food industry in line with the scope of our business. Falcon has a strong Customer focus and will continually improve our Quality Management system in line with our strategic direction to ensure we continually meet the needs of our expanding and evolving range of Customers.

Falcon has also committed to maintaining and continually improving our Quality Management System in conjunction with our Integrated Management System. Successful management of the system will ensure that all Legal, Statutory and other requirements are complied with, and that clear, attainable objectives are set in line with the direction of the business and that employees understand and are committed to maintaining high standards of quality inputs, outputs, product and customer service.

Each component will allow for continual improvement and corrective action and will also be constructive in the development of Objectives and Key Performance Indicators which are developed and monitored by the Board of Directors and communicated to all Falcon employees.

**Approach:**

Falcon are committed to maintaining and continually improving an effective management system that meets the requirements of ISO 9001 and will meet the needs of our customers, shareholders and stakeholders through the:

- Documenting and reviewing of procedures and associated documents to allow the control of quality products and customer service;
- Maintaining records to control and demonstrate compliance with customer, quality and other requirements
- Identifying Quality Risks and Opportunities and implementing appropriate and proportionate controls
- Recording and taking and corrective measures necessary to maintain the required quality of service provided and committing adequate financial and physical resources
- Being committed to continuous improvement of the quality of our products and services, new and innovative product development, and above all to deliver to customers' requirements promptly and efficiently. To achieve this the company seeks to maintain an effective management system that meets the requirements of the ISO 9001:2015 Quality Management Systems Standard.
- Being committed to product performance and product stewardship by development and design within current legal and statutory regulations.
- Taking appropriate preventative measures to improve quality and minimise the possibility of unsatisfactory products and customer service.
- Valuing the contribution the work force makes to the success of the company and seeking, through training, to improve skills and competency, to enhance performance, and through HR initiatives and safe working practices provide care of employees.
- Monitoring the system by the use of audits, inspection, management reviews and quality meetings as well as reviewing the progress towards meeting KPI's and Objectives.

**Climate Change**

Falcon acknowledge that Climate Change is a relevant issue to the organisation and that there will be relevant interested parties who will have Climate Change needs and expectations from Falcon.

**Policy Effectiveness and communication:**

The effectiveness of the management system will be monitored by Directors and Managers via Management Review which is conducted on a planned schedule. The Management Review process will ensure that the system has been managed, maintained and continually improved since the previous meeting and will take into account internal and external audit findings, corrective actions, a review of our Risk and Opportunities and will examine the progress towards meeting KPI's and Objectives and all other requirements as detailed in the relevant standards.

Falcon ensures that staff are aware of the Quality Management System by involving staff in planned quality meetings, by communicating findings from continual improvement ideas and meetings and by communicating the policy and requirements at induction and display of the documented policies on noticeboards and the Company website.

**Chris Clark- - Managing Director**

REVIEWED DATE: 20/05/2025

REVISION NO: 2