



# QUALITY POLICY

January 2023

## QUALITY POLICY

The quality policy of Citrus Training Limited is captured in the following statements, which are reviewed at least yearly for continuing suitability. It is part of the company's training programme that these statements are understood, implemented and maintained at all levels in the company.

- Quality is about retaining a customer focus and delivering the products and services required by customers, on-time and in-line with customers' specifications and expectations.
- The responsibility for quality lies with all staff and representatives of the organisation, but a quality culture requires total management commitment.
- Quality cannot be managed without carefully thought out measurement systems for monitoring the processes that are critical to quality.
- The Company recognises its responsibilities to meet statutory and regulatory requirements relating to its products and services.
- BS EN ISO 9001 (2015) is adopted as the compliance model for the company's quality management system.
- We are committed to continual improvement and this is a key requirement of the effectiveness of a successful quality management system.
- Citrus Training is an objectives driven company. All company objectives including quality objectives are documented and tracked to their conclusions.

Signed:



Date: 03/01/2023

**Wayne Taylor**  
(Managing Director)