



Quality Policy

The Management of KP Group Ltd maintains a comprehensive quality management system that adheres to the high standards established under ISO9001 principles.

KP Group Ltd places particular emphasis on obtaining client satisfaction by:

- Responding promptly and accurately to customer inquiries and orders through our dedicated case notification system, which enables efficient tracking and resolution of all quality-related matters.
- A constant pursuit of quality, value and reliability in the products and services KP Group Ltd supplies to its customers.
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers.
- Constantly striving to meet and where possible exceed its customer's expectations.
- Working closely with its customers and suppliers in seeking to establish the highest quality standards.
- Adopting a forward-looking view on future business decisions which may have an impact on quality.
- Training all members of staff in the needs and responsibilities of quality management.

To meet the specified requirements of the customer, KP Group Ltd applies a quality management system in conjunction with other management controls, including a comprehensive case notification system for tracking and managing quality-related matters.

Responsibility for upholding this policy is Company-wide under the guidance and with the assistance of senior management who encourage the personal commitment of all staff to address quality as part of their skill base.

It is KP Group Ltd policy to maintain these high-quality standards continuously through internal quality management processes and regular review.

KP Group Ltd complies with all applicable legislation relevant to its industry including all health and safety regulations.

KP Group Director: Sam Pemberton

A handwritten signature in black ink, consisting of the letters 'SP' in a stylized, cursive font.

Date: 30/01/25

Review Date: 30/01/27