



Quality Policy

Stephen Austin is committed to exceeding client expectations in all aspects of its business operations. To that end, we have implemented a quality management system, compliant with ISO 9001: 2015, which provides the necessary framework for the company to achieve its quality objectives. The quality management system extends across the entire organisation covering all products, processes and services; satisfying client specific requirements, whilst researching innovative ways to improve the client's overall experience of Stephen Austin's services.

Stephen Austin takes pride in working collaboratively, both internally with our own colleagues and externally with our clients and suppliers, maintaining a high standard of professionalism and integrity in all that we do. A high degree of accuracy, security and confidentiality is integral to the services we provide; coupled with the flexibility and adaptability necessary to manage any changes required by our clients during the production process.

Along with being aligned with the strategic direction of the organisation, the quality management system provides a framework for:

- Analysing non-conformances with a view to continual improvement in all business processes;
- Capturing any risks to our business operations with a view to mitigating these risks wherever possible;
- Ensuring we continue to develop our personnel, capturing performance and training records on an ongoing basis;
- Ensuring that we meet both industry and regulatory requirements in all areas of business operations
- Looking at new opportunities for our business, including new innovative technologies and ideas to enhance client satisfaction
- Fostering a quality culture by ensuring all personnel are aware of their contribution towards achieving Stephen Austin's quality objectives

The quality management system is fully endorsed by the Leadership team of Stephen Austin. The quality policy is made available to all personnel and to external interested parties, as applicable.

Stephen Austin will seek to continually improve its quality management processes, policy and management system and will review and report upon these systems at least annually to ensure their continued suitability.

David Cockram
Managing Director