

## Quality Policy – Version 2.3

### **Purpose**

The purpose of this document is to demonstrate the company's commitment to quality management, continual improvement and satisfying applicable quality requirements of its interested parties, such as potential and existing clients, partners and suppliers. This quality policy is established by the senior management of Shearwell Data Ltd and is communicated and implemented at all levels within the organisation.

### **It is the declared policy of Shearwell Data to: -**

- Provide a service that fulfils the requirements of ISO 9001:2015
- Provide a service whose quality meets and strives to exceed the requirements and expectations of the customer and stakeholders
- Ensure that goods comply with current legislation and statutory requirements
- Address continual improvement and customer satisfaction
- Employ resources to ensure the most efficient way of meeting expectations of the customer
- Promote a commitment to quality at all levels within the organisation by ensuring clear leadership by top management and ensuring all employees are accountable
- Promote a commitment to reviewing the impact of climate change on the business and identify ways that we can reduce the factors that affect climate change within the business.

### **To achieve this Shearwell Data will: -**

- Follow a process led approach
- Follow the Plan, Do, Check, Act approach – monitoring and reviewing
  - Suppliers, resources, non-conformities, performance and trends
- Ensure that this policy and quality objectives are communicated to all members of staff
- Provide a framework for establishing and reviewing quality objectives based on the effectiveness of the products, service and future customer needs
- Despatch all urgent orders on the same day and ensure that all goods are despatched on time
- Provide effective communication channels –
  - Provide an efficient telephone answering system for receiving orders, enquiries and customer feedback
  - Provide telephone support for software and hardware users
- Review the effectiveness of the Quality Policy and objectives and revise as necessary to meet future needs
- Shearwell employees shall continually seek ways to improve customer satisfaction
- Shearwell shall endeavour to keep up to date with statutory and legislative requirements with regard especially to ear tag production, farm management software, electronic ID, mobile phone software and website database development
- Recycle and re-use as much waste as possible.

### **Our Commitment to Stakeholders: -**

- To aim to be a well-managed technologically advanced company that maintains a dynamic approach to the market and a strategy of competitive growth.
- To adopt a professional, honest, and ethical approach at all times
- To identify and manage risk
- To develop resources to maximise the employee's ability to sustain continual improvement, both of themselves and of the Company
- To maintain compliance to the international quality standard and strive for contracts of increased significance
- To identify, monitor and review the requirements of stakeholders
- To understand the market and the relevant internal and external issues – including climate change.

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