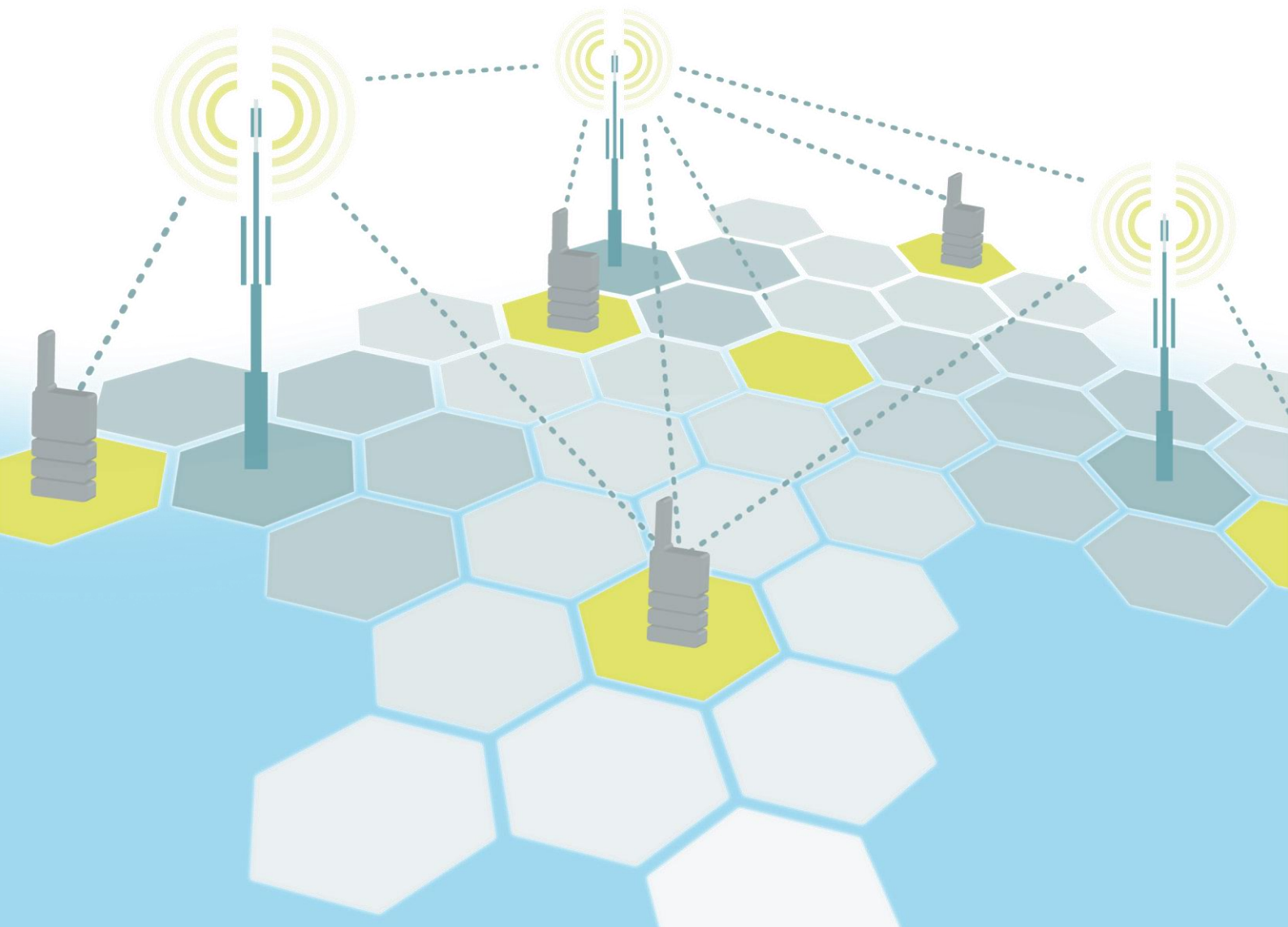


# ***Roadphone NRB***

## **Quality Policy**

Roadphone Limited (Trading as National Radio Bank)

Reviewed: June 2023



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## Version Control

Version	Notes	Release Date	Author
1.0	Document released	June 2016	Matt Bostock
2.0	Annual policy review	June 2017	David Gordon
3.0	Annual policy review	June 2018	David Gordon
4.0	Annual policy review – minor changes to wording in Quality Objectives	June 2019	David Gordon
5.0	Following a BSI Audit – the Quality Objectives have been removed from this document	October 2019	David Gordon
6.0	Annual Policy Review	June 2020	David Gordon
6.1	Signatory change	December 2020	David Gordon
7.0	Annual policy review	June 2021	David Gordon
8.0	Annual policy review	June 2022	David Gordon
9.0	Annual policy review	June 2023	David Gordon

## Quality Policy

It is the policy of Roadphone Ltd and N.R.B. to provide customers with a high quality service and to meet contractual requirements, any relevant legal and statutory requirements and codes of practice, etc. including ISO 9001:2015.

We seek to continually improve the effectiveness of the Quality Management System, which is reviewed during our Management Review Meetings, when we improve our existing quality objectives and establish new goals and objectives, wherever our system may benefit from doing so.

The on-going suitability of this Quality policy is reviewed during the Quality Management Review Meetings.

We utilise a process of continual improvement of its processes and products:

Staff are encouraged to review their working practices and suggest methods for improvement, where appropriate. In addition, all relevant processes are reviewed and improvements determined where practical on merit.

Product performance is reviewed via data collected from service returns, user surveys and in-house testing.

Every member of staff must be familiar with, and carry out, the procedures, which are applicable to their own area of work within the company.

The Quality Policy is issued and explained to all employees upon commencement of work with the company, and a copy is available in the NRB and Roadphone offices.

All staff are trained in the meaning, intention and implication of this Quality Policy.

## Signatures

Mrs. Jill Clark  
Director



Signature.....

Mr Matthew Bostock  
Operations Manager



Signature.....

Date: 2<sup>nd</sup> June 2023