

# The Senator Group

## Quality Management System Policy Statement

### Quality Scope & Policy

"The design, manufacture, supply, and install of desking, seating, storage and healthcare furniture and the provision and supply of workspace solutions to customer specification."

The scope and intent of our QMS is to define and communicate our commitment to continually enhance customer satisfaction through:

- Understand, meet and exceed the requirements of our customers.
- Continually provide high quality product, right first time, everytime.
- Strive for On Time Delivery performance in accordance with agreed targets.
- Continually improve processes and improve the effectiveness of the Quality Management System.
- Constantly review and identify training requirements to improve customer service.
- Develop the company by identifying new markets.
- Continuously enhance and innovate to bring groundbreaking new products to market.
- Expand our facilities at home and abroad to maintain our status as a world leading service provider.

### Quality Objectives

To support this policy and adapt to the evolving needs of the organisation, quality objectives will be established and regularly reviewed. These objectives will be assessed during monthly update meetings led by top management and comprehensively evaluated on an annual basis.

We are dedicated to achieving sustainable growth and to the ongoing enhancement of our Quality Management System. By continually striving to reduce waste and scrap while optimising our processes, we aim to strengthen both our sustainability and organisational development.

Our adherence to regulatory, statutory, and customer-specific requirements is maintained through a culture of collaboration, motivation, and strong partnerships with all interested parties.

### Controlling Quality

The responsibility and authority for maintaining, controlling and co-ordinating the Quality System is invested in the HOQ, who has the authority to prevent the despatch of non-conforming products. All personnel are accountable for achieving, monitoring, and sustaining our Quality objectives and performance indicators. Furthermore, oversight at all levels within the organisation is essential, and employees have been empowered through a structured process designed to support effective decision-making and quality assurance.

The QMS Policy is available to all employees and interested parties via The Senator Group website.



**Robert Mustoe, Managing Director, The Senator Group**