# VIRTUE AUTOTURN LTD

## Quality Policy

Virtue Autoturn Ltd is committed to the supply of products and services that comply fully with our customer's requirements and expectations. It is the responsibility of all employees to understand and contribute to ensuring that we meet and even exceed those expectations.

The Company is committed to the supply of safe, compliant products.

It is the responsibility of all employees to maintain an awareness of Company policies, procedures and objectives and to understand how their contribution impacts customer satisfaction.

The CEO is responsible for ensuring the effective operation and continual improvement of the Company's Quality Management System and ensure, through review, example and leadership, that the Company's policies are communicated, understood, implemented and maintained throughout the Company.

This policy and quality objectives below support the strategic direction of the Company.

- Zero customer complaints
- No loss of a customer through poor quality of service
- Year on year reduction in customer rejects/NCRs
- Year on year reduction in customer credit notes
- >95% OTD (On Time Delivery)
- Zero serious accidents (RIDDOR reportable)

To achieve the objectives of this policy Virtue Autoturn Ltd shall:

- Recruit individuals that possess the required skills and attitude to meet present and future business needs.
- Train new and existing staff as necessary to maximise efficiency, profitability, customer satisfaction and achieve company objectives.
- Ensure compliance with applicable statutory and legislative requirements.
- Maintain, review and improve the management system enabling us to achieve company objectives and ensure consistency by meeting the requirements of ISO 9001:2015 and any specific customer requirements.
- Endeavour at all times to maximise customer satisfaction by helpful advice, on-time and first right time deliveries.
- Instil a culture of continual improvement and innovation.

**Simon Binny, CEO, Issue 6, 1/8/2026**



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