



Quality Policy

The continuing Policy of Addis Housewares Ltd is to provide a high quality, professional and efficient service to ensure the satisfaction of our clients to all applicable requirements. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Organisation to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation.

Equally, every employee is responsible for, and will be trained to perform the duties required in their specific role.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within the ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organisation as determined by Top Management.

We hereby certify that this Quality Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within the Organisation to meet the requirements of ISO 9001:2015.

The Quality System will be monitored, measured, evaluated, and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

This Quality Policy will be displayed and communicated within Addis and is freely available on request to Clients, Suppliers or any Interested Party, group, or organization.

Managing Director

Martyn Lee-Smith

Date: 06.10.24

Product Director

Lewis Major

Date: 07/10/24

Sales Director

Miles Simmons

Date: 9/10/24

Quality Manager

Shane Williams

Date: 07/10/24

Finance Director

Richard Tucker

Date: 7/10/24

