

## The Sussex Sign Company: [Quality Management Policy](#):

*Nice people to do business with...*

The [Quality Management Policy](#) describes the Company's approach to quality assurance and continuous improvement.

### **Purpose:**

The Quality Management Policy describes The Sussex Sign Company Limited strategic approach to quality management and continual improvement, which is guided by its Mission and Vision with a strong commitment to quality and excellence.

The Sussex Sign Company Limited has developed its Quality Management Policy to ensure:

- The alignment of people and resources is guided by the Company' Mission and Vision.
- The alignment of the Company' planning, quality and risk management<sup>1</sup> systems, and their integration into all areas of the Company' operations.
- There is a clear focus on the Company's stakeholders, foster cross-unit collaboration, exchange of 'best practice' and critical self-evaluation.
- A whole-of-company approach that reflects the Company's governance and organisational structure with clear responsibilities and accountabilities; and there is continual improvement and innovation.

### **Scope:**

The Quality Management Policy supports the development of a quality culture in which all team members assume responsibility for quality and engage in quality management at all levels and areas of the Company.

### **Planning, Quality and Risk Flowchart:**

The Company's Planning, Quality and Risk Flowchart aligns the planning, quality and risk activities, and is embedded within all areas of the Company's operations.

### **Quality Management Cycle, Plan and implement:**

The Quality Management Cycle consists of Plan-Implement-Review-Improve and further strengthens the Company's focus on continual improvement and innovation. It is a cyclical system for ongoing review and outlines the organisational characteristics that are essential to achieve quality sustained success.

### **Plan:**

This includes all planning within the Company and ranges from Director-level strategic planning through to Organisational and Individual Performance Plans. Goals and targets are developed that clearly align with the Company's Mission and Vision. Considerations may include:

- Analysis of the internal and external environment in order to understand the broader sector and market developments.
- Engagement with relevant stakeholders to understand their needs and expectations and ensure a client -centred approach. This may include team members, suppliers and the wider community as appropriate; and creating a risk-aware culture, where risk and risk management are seen as positive attributes of decision-making and result in the identification of both opportunities and risks.

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### Implement:

The Company's infrastructure, resources, systems and processes are developed, deployed and coordinated in order to support the achievement of the Company's goals and targets. Considerations may include:

- The appropriate distribution and utilisation of the Company's resources and infrastructure.
- The proactive management of the Company's systems and processes to ensure they are effective and efficient.
- A strong culture and commitment to service excellence to ensure consistency and quality of service standards and efforts; and
- The analysis of risks and subsequent implementation of treatments to mitigate the impact of identified risks.

### Review:

The Company monitors its performance and progress at all levels in order to determine whether the established goals and targets have been met. Considerations may include:

- Ongoing analysis and reporting of data and information to measure and evaluate the Company's performance and progress in achieving the established goals and targets.
- Undertaking benchmarking activities in order to identify and analyse best practice, both internally and externally, in order to improve the Company's performance.
- Regular audit and compliance activities, undertaken by both internal and external stakeholders and agencies, to monitor and review the company's performance as well as its compliance with relevant standards and legislation; and
- The evaluation of risks and the effectiveness of existing treatments in mitigating both strategic and operational risks.

### Improve:

The Company identifies opportunities and areas for improvement, which drives its commitment to excellence, continual improvement and innovation. Considerations may include:

- Ongoing improvement and innovation, which are necessary for sustained success and can be applied at all levels of the Company, through changes in technology, services, activities and processes.
- Ensuring that learning and development are embedded within the Company's culture for both individual and organisational level advancement.
- Using the outcomes of the review stage, such as analysis and reporting of data, to ensure decision-making is evidence-based; and effective risk minimisation through existing and future treatments to ensure the impacts are minimised or reduced as far as practicably possible.

### Roles and Responsibilities:

The intent and application of the Quality Management Policy is embedded within the work of all Company team members.

The Managing Director is collectively responsible for providing oversight of quality management at the Company.

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The Managing Director and Production Manager are responsible for ensuring that the Quality Management Policy is communicated, understood and implemented for their respective areas.

The Managing Director and Production Manager are responsible for providing direction and clarification on how each individual role contributes to the strategic priorities of the work unit, including continual improvement and work toward excellence.

Team Members are responsible for full participation, engagement, resolving issues, meeting standards and ensuring quality relevant to their role and contribution to the Company.

The Managing Director is responsible for overseeing the development, implementation and ongoing review of the Quality Management Policy and any relevant documentation.



Norman Mayhew  
Managing Director

18<sup>th</sup> March 2022