

Novia Quality Policy

Novia Ltd is a supplier and distributor of specialised packaging materials and construction membranes including ancillary consumables such as tapes.

The principal business objective for Novia Ltd is to achieve total customer satisfaction through customer confidence in the quality of products and service provided.

Novia Ltd is committed to providing products and services which fully meet the customer's needs and expectations and which comply with all statutory and regulatory requirements.

Novia Ltd has implemented an effective Quality Management System to ensure they have proper communication, operational control, and effective processes and procedures that wholly support its strategic direction.

Novia Ltd aims to fulfil its quality policy obligations by:

- ❖ Leadership, commitment and support to ensure the effectiveness of the quality management system including setting and reviewing quality objectives
- ❖ Conducting its trading and distribution activities in an ethical and responsible manner
- ❖ Complying with all applicable legal, regulatory and other compliance obligations
- ❖ Commitment to continual improvement of our ISO 9001 quality management system and maintenance of our external certification to the ISO 9001 standard
- ❖ Having a customer focussed approach that ensures we identify, meet and exceed their requirements, needs and expectations
- ❖ Maintain an integrated approach to quality management from the initial enquiry through to product delivery and when offering customers technical advice
- ❖ Working with our external providers and supply chain to improve our processes
- ❖ Providing opportunities for employee development
- ❖ Measuring and reviewing our performance for continual improvements through team participation, performance measurement, audit and review
- ❖ Communicating this quality policy to all interested parties via our website

Signed:

 AM CHISHOLM

Dated:

20/12/17

Managing Director