

## Quality Policy Summary

Cumbrian Stone Ltd operates Quality procedures in line with ISO 9001:2015 across our entire business. This system is externally audited and accredited in line with the requirements of the International Standards Organisation.

ISO 9001:2015 requires the standardisation of procedures throughout an organisation. Each task carried out within our business has been systematically broken down and the most efficient method of completing this task has been recorded in the form of a standard operating procedure. Each time a task is conducted this procedure is followed in order to guarantee a consistent outcome every time. This eliminates variations in the level and quality of service provided to all of our customers. These standard operating procedures are reviewed on a regular basis with improvements being circulated and applied in order to continually improve the level of service we offer.

As part of our ongoing quality operations, Cumbrian Stone are committed to and carry out the following:

- Regular quality meetings to monitor the businesses performance at all levels.
- Regular internal audits across all departments in order to ensure compliance with correct operational procedures and to identify any non-conformances for rectification.
- Annual external audits by an independent quality assessor to ensure ISO 9001:2015 standards are being adhered to.
- Systematic reporting of non-conformances and discrepancies throughout our entire operation in order to eliminate any inconsistent processes.
- Detailed recording of all quality related actions for review and improvement.

Our full Quality Policy is available on request and is reviewed by the Directors on an annual basis.