

Simple Office Solutions Ltd t/a Era is committed to achieving high quality standards in developing, manufacturing and selling office screens, acoustic pods and booths to our chosen markets.

We will actively set out to:

- Understand our customer's current and future quality objectives for the products and services we supply.
- Provide the resources to develop our management systems, the skills of all our employees and our technical capabilities so that we meet or exceed these customer quality objectives based on the principle of "right first time".
- Involve all our people in the quality process, since they control our performance. We will do this by leadership, communication and motivation, training and empowerment in quality matters.
- Involve our suppliers of goods and services in the process by working with them to establish, achieve and monitor agreed quality objectives.
- Comply with all relevant legislation and the requirements of ISO 9001:2015.
- Review the quality objectives and performance of the Quality Management System on a regular basis.

This policy will be underpinned by a commitment both to our established Quality Assurance systems and a continuous improvement in operational and management procedures in the light of best practice and is available to relevant interested parties.



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11/01/23



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