


TITLE Quality Management Policy 2023			 DYNAMIC FLUID SOLUTIONS	
REFERENCE DF Policy 001 Rev1	PREPARED BY Ben Buckmaster	APPROVED BY Luke Steward	DATE ISSUED 13 th April 2023	PAGE 1 OF 1

Dynamic Fluid Solutions Limited was established in 2020 to provide pumps, pipework and associated services to the Quarrying, Oil & Gas, and Construction industry.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- A selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

This policy is posted on the Company Notice Board.

Although the Company Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Signed: - 

Ben Buckmaster :- Company Director /Sales Director

Date :- 13th April 2023