



## Quality Policy

### Quality Policy Statement

Kane International is the UK's foremost manufacturer and supplier of hand-held exhaust emissions and portable test equipment. Kane's commitment to quality across all its operations and unwavering focus on customer satisfaction has been central to this success.

It is the policy and aim of Kane International to;

- Consistently deliver high quality, reliable products which meet or exceed customer requirements.
- Provide outstanding customer service and establish mutually profitable relationships with our clients, suppliers and all other stakeholders.
- Comply with, or exceed, all standards, laws and regulations relevant to the business.

Senior Management are fully committed to providing the leadership and resources necessary to deliver on these aims and drive continuous improvement within the business.

To meet the needs of this policy, Kane International will:

- Maintain a documented Quality Management System based on the requirements of BS EN ISO 9001:2015. (Third Party Accredited)
- Maintain a system of audit and review to assess the effectiveness of the Quality Management System and identify opportunities for improvement.
- Set and review S.M.A.R.T quality objectives and proactively seek to attain them.
- Invest in our employee's training and development to achieve the highest possible standards and encourage a 'right first time' environment.
- Maintain a customer feedback and complaints procedure, to resolve any non-conformances and identify opportunities for improvement.
- Ensure the quality policy is communicated and understood at all levels of the business
- Maintain ISO IEC 17025:2005 accreditation for calibration and testing (UKAS Accredited)

This policy will be reviewed annually - or when procedural, legislative or best practice changes occur - to ensure it remains relevant to the nature and scale of the business.

**For and on behalf of Kane International Ltd**

**Signed:**

A handwritten signature in black ink, appearing to read 'J Hoole', written over a light blue horizontal line.

**Jonathan Hoole  
Managing Director**

**Date: May 2023**