

Purpose

The purpose of this policy is to establish a framework for ensuring the highest quality standards at All Entry Solutions. This policy aligns with ISO 9001:2015 requirements and aims to enhance customer satisfaction, improve operational efficiency, and maintain continuous improvement.

Scope

This policy applies to all aspects of All Entry Solutions, including, installation, and maintenance of Commercial and Industrial doors, gates and barriers, access control and CCTV systems. It is relevant to all employees, suppliers, and stakeholders involved in the provision of these solutions.

Our Commitments

We are committed to delivering products and services that meet customer requirements, regulatory standards, and industry best practices. Our commitment to quality is based on the following principles:

- Customer Focus: Understanding customer needs and expectations to ensure satisfaction.
- Process Approach: Implementing structured processes to enhance efficiency and consistency.
- Risk-Based Thinking: Identifying and mitigating risks to ensure product and service reliability.
- Continuous Improvement: Regularly reviewing and refining our processes, products, and services primarily using the CAPA method.
- Compliance: Adhering to all applicable legal, safety, and industry regulations.

Quality Objectives:

- To gain maintain our Quality ISO accreditation.
- Ensure 100% compliance with safety and regulatory standards.
- Become certified with BMTrada Warrington Fire and create a technical/ quality database for each asset.
- Maintain a customer satisfaction rate of at least 97%.

Roles and Responsibilities

- Directors: Ensures the implementation and effectiveness of the quality management system (QMS) and provides necessary resources.
- Management Team: Monitors compliance, conducts audits, and drives continuous improvement efforts.
- Employees: Follow quality procedures and contribute to maintaining high standards.
- Suppliers and Contractors: Adhere to quality requirements and collaborate in achieving product excellence.

Implementation and Monitoring

To ensure the effectiveness of our quality management system, we will:

- Conduct regular internal audits and biannual management reviews.

- Gather and analyse customer feedback for ongoing improvements.
- Provide training and development programs for employees.
- Implement corrective, preventive and read across preventative actions as needed.

Policy Review

This Quality Management Policy will be reviewed annually or sooner if required to ensure alignment with business goals, customer expectations, and ISO 9001:2015 requirements.

By adhering to this policy, we demonstrate our commitment to delivering high-quality products and services ensuring customer satisfaction.



Kelly Coward

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