


Phoenix STS Policies, Procedures and Forms					
Title	Quality Policy			Author	Paddy McDonnell
Category	ISO 9001:2015 Clause 5.2.1	Reference	MO2	Revision No.	1.0
Effective Date	10.11.2021	Revision Date	10.11.2025	Page	1 of 1
Authorised by	Paddy McDonnell	Signature		Position	CEO

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system.

**Customer focus:** As an organisation, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations. We are committed to providing training programmes of the highest possible level of quality. We aim to meet, at a minimum, and exceed, where possible, learner and client's expectations.

**Leadership:** Our Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of people:** As an organisation, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit. The implementation of this Quality Assurance System is the responsibility of all staff members with overall responsibility residing with the Quality Committee

**Process approach:** As an organisation, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes. Our Quality Assurance policies and procedures document how we achieve this. These documents operate, and are applicable to our operation at all levels, guiding management and staff on how to approach their work.

**Improvement:** We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives. To achieve this, our goal is to create a quality culture which leads to continuous improvement in the way we do things and the training programmes and other services that we deliver. Quality Assurance is everything we do to maintain, improve, and ensure the quality of the learner experience and outcomes for our learners. Our Quality Assurance System provides a framework for measuring and improving our performance.

**Evidence-based decision making:** As an organisation, we have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.

**Relationship management:** We recognise that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value. We manage this relationship as part of our Quality Management System

Our policy is also to meet the requirements of other interested parties and to address our social, environmental, charitable, regulatory, and legislative responsibilities as may be applicable to the context of our organisation.

We have produced quality objectives which relate to this policy, and they can be found in document R03 Quality Objectives.

This Quality policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard, and Intranet.

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