# The Virtual Catalogue Company Ltd.

# Quality Policy

Quality Policy

The Virtual Catalogue Company Ltd T/A BitzList, is a small subcontract manufacturing company, producing precision machined components for a wide range of UK and European industry sectors.

The company maintains a Quality Management System that is designed to meet the requirements of ISO 9001:2015 and aligns with the organization's primary objectives, purpose, and context.

Committed to meeting the quality standards expected by our customers in the delivery of manufactured parts and services.

The Company will

- Ensure that the ISO9001:2015 Standard is maintained and to continually improve the effectiveness of the quality management system.
- Establish, monitor, and evaluate quality objectives and targets to enhance the effectiveness and efficiency of the quality management system.
- Identify, review, and respond to the needs and expectations of its customers, and continuously improve its services to enhance customer satisfaction.
- Use the Quality management system to enhance customer satisfaction by delivering on time, and in full, to customer expectations.
- Use internal and external feedback to measure improvement.
- Ensure that the production output meets the specified requirements and contractual obligations, and that the quality aspects are integrated into all internal activities.
- Ensure that the necessary resources, including equipment, training and competent personnel, and other requirements, are available to achieve the intended outcomes of the quality management system.
- Ensure that all employees understand their roles and responsibilities in relation to the quality management system.
- Ensure that its employees and subcontractors have the necessary skills, knowledge, and awareness to perform their tasks competently and contribute to the effectiveness of the quality management system. This is achieved through the identification of competency requirements, the provision of relevant training and development opportunities, and the evaluation of the effectiveness of the training and development activities.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "Risk assessment"

To implement this policy, we shall focus on the needs of our business, with particular reference to consistently meeting our customers' requirements, and all legal and statutory obligations.
Our quality management system will enable the identification of system deficiencies and highlight the possibilities for process enhancements.

The management will review this policy and our performance against objectives annually.

Managers and employees are responsible for ensuring that this policy is effectively implemented and communicated to all internal interested parties. The policy will be available to all employees and visitors, and openly accessible within the BitzList system and on our website. It will be made available to external interested parties upon request.

Tim Bittleston
Applications Director