

Quality Policy Statement

The Quality Policy of Aurora Limited forms the framework for the setting of "SMART" quality objectives in alignment with the overall strategic business plan.

Aurora Limited, who are committed to providing its customers of exceptional lighting solutions with innovative, high quality lighting products, which meet current legislation, offer value for money, and are exactly what we promise. The Company aims to achieve this by continuously monitoring and improving its processes and performance with respect to business efficiency, with the goal of providing a service which is "RIGHT FIRST TIME, EVERY TIME"

The Company Procedures Manual describes the quality management systems of Aurora Limited, and how the company complies with the requirements of ISO 9001.

The Company seeks to exceed customer expectations through a fully professional, planned but flexible approach, and by the correct completion of all orders on time at an agreed price and through the operation of its Quality Systems it aims to ensure that it complies fully with its contractual obligations.

To meet this policy, we will:

- Ensures that all our products meet customer, legislative, and organisational requirements, by vigilant and pro-active management and supervision.
- Adopt cost effective management practices including the setting of objectives, targets, monitoring and reviewing them at least annually.
- Co-operate with external agencies charged with the regulation and monitoring on requirements.
- Benchmark other organisations in the same business to compare the service provided, quality standards achieved, and costs incurred to continually improve the effectiveness of the service offered.
- We are driven by our aspiration to set the standards in the field of lighting and strive to remain inspirational in this category, by sustaining our core principles – innovation, quality, service and value.
- We strive for continuous improvement in everything that we do, through the active involvement of every employee, our customers and our suppliers.
- Ensures that their entire employees are provided with the necessary information, training, and resources to maintain the quality of our products and services, to satisfy the need and exceed the expectations of our customers.
- Continually develop the expertise and competence of all employee.
- Systems and processes are regularly reviewed and monitored to ensure that they are effective, relevant and correctly implemented.
- Adopt procedures aimed at identifying, assessing and controlling risks to the environment created by the business.

Our mission, goals and objectives are directed towards on-going process improvement, as a basis for strengthening our competitive position, and for improving product quality and service standards. This policy is endorsed by the top management of Aurora Limited.

The Senior Management Team remains accountable for the effectiveness of the Quality System and for leading, supporting and encouraging the Quality Management System and other staff and subcontractors to contribute to its effectiveness. This does not remove the requirement for all staff and subcontractors to be responsible for the quality of their own work at all times.

Signed



Keith Mackenzie

Operations Director Date: 4th January 2019

Quality Objectives

What are the 2019/2020 Quality Objectives?

There are three quality objectives that support the Quality Policy.

- Customer Delivery Expectations - 90%
- Reduce Customer rejections to a maximum 1% of the order.
- To reduce the number of internal rejections.

These objectives are measured by specific key performance Indicators (KPI).

Why do we need or even have quality objectives?

We have quality objectives because ISO 9001 requires them. In section 6.2 of ISO 9001, It states that quality objectives are to be established and shall be measurable and consistent with the Quality Policy.

How are the quality objectives measured?

Each objective has KPIs that measure the quality of our processes, services, and/ or service-related products. These indicators let us know how well we are doing in meeting the objective(s).

The KPIs are routinely reviewed to make system corrections as necessary.

How do I contribute to and/or affect the quality objectives?

First, you can contribute to and/or affect the successful achievement of quality objectives by recording and reporting accurate data.

Second, by understanding how each of us individually contributes to the delivery of our products to the customer, we can each play our role in achieving the quality objectives

The quality objectives are established to provide us with data that will measure and quality how satisfied our customers are, indicate the level of readiness of our people and equipment to deliver our product(s), and how well our suppliers are delivering to agreed requirements.

This policy will be made available to relevant interested parties

Signed



Keith Mackenzie

Operations Director Date: 4th January 2019