

## Quality Policy

**Company:** Connexion Developments Ltd

**Standard:** BS EN ISO 9001:2015

**Issue Date:** January 2026

**Review Cycle:** Annual or upon significant business change

### 1. Quality Policy Statement

Connexion Developments Ltd is committed to delivering consistently high standards of quality across all products and services supplied to our customers. Quality is fundamental to our business and underpins every aspect of our operations, from supplier selection and product sourcing to customer support and after-sales service.

Our objective is to meet or exceed customer requirements by supplying reliable, compliant, and technically precise solutions, delivered on time and supported by professional technical assistance.

### 2. Quality Management System

Connexion Developments Ltd operates a **Quality Management System (QMS)** certified to **BS EN ISO 9001:2015**.

Our QMS provides a structured framework for:

- Understanding customer and regulatory requirements
- Controlling and improving business processes
- Managing risk and preventing non-conformities
- Monitoring performance and driving continual improvement

The effectiveness of the QMS is reviewed regularly through management review, internal assessment, and independent third-party audits.

### 3. Customer Focus

Customer satisfaction is a primary focus of our quality objectives. We achieve this by:

- Supplying products that meet agreed specifications and applicable standards
- Providing accurate technical information and responsive support
- Managing orders, delivery, and documentation with care and attention to detail
- Investigating feedback, complaints, and non-conformities to prevent recurrence

Customer feedback is actively used as an input to continual improvement.

### 4. Process Control and Risk-Based Thinking

Quality at Connexion Developments Ltd is achieved through controlled and well-defined processes.

We apply risk-based thinking by:

- Identifying potential risks and opportunities within our processes
- Implementing controls to prevent errors and reduce variability
- Taking corrective and preventive action where issues are identified

Key performance indicators (KPIs) are used to monitor process performance and support evidence-based decision-making.

### 5. People and Competence

We recognise that quality depends on the competence and commitment of our people.

Connexion Developments Ltd is committed to:

- Ensuring employees are appropriately trained and competent for their roles
- Promoting awareness of quality objectives and responsibilities
- Encouraging a culture of ownership, accountability, and continual improvement

## 6. Supplier and Partner Relationships

We work closely with suppliers and manufacturing partners to ensure the quality and reliability of products supplied. Suppliers are:

- Selected and evaluated based on their ability to meet quality, technical, and regulatory requirements
- Monitored on an ongoing basis
- Encouraged to pursue continual improvement aligned with our quality standards

## 7. Compliance and Responsibility

Connexion Developments Ltd complies with all applicable legislation, standards, and regulatory requirements relevant to its activities.

Quality management is integrated with our commitments to:

- Health and safety
- Environmental responsibility
- Ethical and responsible business practices

## 8. Continual Improvement

Continual improvement is a core principle of our Quality Management System.

We are committed to:

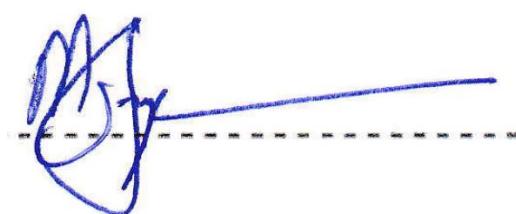
- Reviewing objectives and performance regularly
- Acting on audit findings, data analysis, and feedback
- Improving processes, products, and services in line with business and customer needs

## 9. Policy Review

This Quality Policy is communicated, understood, and applied throughout the organisation and is available to interested parties.

The policy is reviewed annually or following significant changes to business operations, customer requirements, or regulatory obligations.

**Approved by:**



Managing Director  
For and on behalf of Connexion Developments Ltd