



Quality Policy

Our Ethos

Boden Group believes that Quality and its integration into all business practices is critical to ours and our customers' long-term success. Boden Group's Senior management are committed to the following core principles of quality management. Boden Group will endeavour to embed quality into all parts of our business activities in line with the requirements of ISO 9001.

The Objectives of the business are:

Customer Focus

We depend upon our customers. We listen to and understand our clients' needs to deliver services that meet their expectations in terms of timeliness, safety, compliance, and value.

Leadership

We are focused on delivering all elements of the Quality Management System. Regular performance reviews ensure that all resources can be met and thereby enable Quality objectives and targets implemented and managed.

Involvement of People

People are key to our success. We invest in training and development to ensure our teams are skilled, knowledgeable, and equipped to carry out their responsibilities to the highest standards

Process Approach

Standard operating procedures are integral to the Quality management system. These are constantly reviewed to ensure they remain relevant and effective, confirming the desired inputs and outputs are met.

Systems approach to management.

Our aim is to deliver consistent success by having one coherent Integrated Management System. This is constantly reviewed to ensure it remains relevant and effective, confirming the desired inputs and outputs are met.

Continuous improvement.

We actively seek feedback and use performance data from internal audits to identify areas for enhancement. Our Quality Management System (QMS), aligned with ISO 9001:2015, supports a culture of continuous improvement across all levels of the business.

Factual approach to decision making

All decisions are made using an evidence-based process; all facts are considered, including relevant interested parties, while objectively analysing data to ensure all decisions consider potential consequences.

Compliance and Sustainability

We operate in full compliance with legal, regulatory, and industry standards, and are committed to sustainable practices that minimize environmental impact.

Reviews

The operation of this policy and the associated procedures will be reviewed annually or more frequently, if a significant incident or change is identified, to ensure that they remain current and applicable to the activities in all companies within Boden Group.

Andrew Beagley
Managing Director
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