

# Quality Policy Statement

**Stiltz**<sup>TM</sup>  
Homelifts



**Stiltz Ltd. are dedicated to the principle of never-ending improvements in innovation, product quality, reliability and customer service.**

Our principal aim is to always supply to our customers exceptional quality homelift solutions that comply with current standards and legislation within the UK, that meet or exceed customer requirements.

The establishment of a QUENSH management system is therefore the foundation to establish a company culture centred upon continual improvement.

Our QUENSH management system is based on the requirements of BS EN ISO 9001, BS EN ISO 14001 & BS ISO 45001 and the company is fully committed to fulfilling these requirements.

The QUENSH system provides a framework for risk-based approach to thinking, managing opportunities and mitigation of risks and has been developed to enable full integration of in-house, product, industry best practice and client specific requirements.

This in turn improves the overall efficiency of the organisation and supports top management with complaints/defects prevention, customer satisfaction, pursuit of continual improvement and the achievement of our QUENSH objectives.

The CEO & Directors will demonstrate leadership and commitment through the implementation of the QUENSH system, including the formulation, monitoring and measurement of our QUENSH objectives.

This policy will be communicated to all staff and any necessary stakeholders and interested parties i.e. sub-contractors that may be working on our behalf, and will be available to the public via Stiltz website: <https://www.stiltz.co.uk/policy-documents/>

The CEO & Directors will review this policy and formulate QUENSH objectives during annual management reviews to ensure its integrity, effectiveness and compatibility with the context and strategic direction of the organisation.

**Mike Lord**  
Chief Executive Officer

.....1st February 2019  
**Date**

Reviewed on 13th October 2021