

Quality Policy Statement



Stiltz Ltd. is dedicated to the principle of continuous improvement in innovation, product quality, reliability, and the delivery of exceptional customer service at every touchpoint.

Our principal aim is to always provide customers with the best possible products which comply with current standards and legislation within the UK and which meet or exceed customer requirements.

The establishment of a QUENSH Management System is therefore the foundation on which we will build a company culture centered upon continuous improvement. A culture designed to make the process of working with Stiltz as easy as possible, not just for our customers, but also for partners, suppliers, and our colleagues in the UK and around the world.

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 a risk-based approach to thinking, managing opportunities and mitigation of risks. It has been developed to enable full integration of in-house, product, industry best practice and customer-specific requirements.

This in turn improves the overall efficiency of the organisation and supports senior management with data relating to 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, any necessary stakeholders and interested parties i.e., sub-contractors working on our behalf. It will also be available for the public to access via the 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 continued integrity, effectiveness and compatibility with the context and strategic direction of the organisation.

A handwritten signature in black ink, appearing to read "Mike Lord".

Mike Lord
Chief Executive Officer

.....1st February 2019

Date

Reviewed on 3rd July 2025