



## Quality Policy Statement

# No one is perfect, how we move forward counts

This statement outlines our commitments to ensure the services we provide our customers, live up to our high standards of quality and excellence.

It is important to us that the services we provide our customers live up to our high standards of quality and excellence.



We all get it wrong on occasions, no one is perfect, but it is how we move forward that counts, ensuring that we reflect and learn from our experiences. We therefore continually review and improve our processes, products and services so that we can continue to deliver positive outcomes and exceed our customer expectations.

All of our employees and partners (Skewbers) have a responsibility to ensure this policy is applied. It is only through teamwork, engagement and a commitment to deliver that we will be successful. We are all able to influence quality, and this is why we try to demonstrate our values in everything we do.

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**How do we  
ensure quality?**



## What we are committed to

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- Fostering a 'right first time' mindset through the provision of training and information to our teams along with the testing applied learning so we can demonstrate effective knowledge transfer and competence.
- Delivering what we promise to our customers.
- Proactively seek feedback from our customers to identify and understand their needs and expectations, enabling us to offer appropriate services and improve customer satisfaction.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Forging partnerships with our suppliers and customers to ensure optimum business performance, ensuring wherever possible that they also comply with our quality philosophy and company policies.
- Achieving and maintaining a standard of excellence in the operation of our business through the application of our policies and processes, which have the full support of senior management.
- Complying with relevant laws and regulations as well as our internal policies and processes.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation.
- Providing sufficient resources and equipment to ensure that we can operate as our policies and processes require.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers and are compatible with the context and strategic direction of the organization.
- Taking accountability for the effectiveness of the quality management system.
- Ensuring the integration of the quality management system requirements into the organization's business processes.
- Promoting the use of the process approach and risk-based thinking.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- Engaging, directing and supporting people to contribute to the effectiveness of the quality management system.
- Continual improvement of the quality management system.



## What about ISO9001:2015?

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The policy and procedures described in the Quality Management System conform to the requirements of the International Standard for quality management systems: BS EN ISO 9001.



# So what next?

As we develop our policies, processes and systems we will communicate these to our teams and third parties, providing necessary training where needed.

We will monitor our progress and undertake management reviews and customer surveys to ensure we are delivering against the standards expected. We will continue to proactively seek feedback and suggestions from our teams on how we can do things better.

Whilst we expect all our teams to take responsibility for supporting us to apply this policy, overall responsibility for compliances sits with the Co-founder & CEO, who will monitor the effectiveness of our quality management system and associated initiatives.

Shashi Seshadri  
Co-Founder and CEO



# Policy Updates

We will review this policy annually and update you should any changes be made.

Date	Reason	Created By	Verified By	Version No
November 2021	EMT Approved	Becky Knight	EMT	2.0
February 2022	Responsibility Change	Becky Knight	Tania Flasck	3.0
February 2022	Updated new template	Becky Knight	Tania Flasck	4.0
August 2022	2022 Enhancements Review	Becky Knight	Tania Flasck	5.0
March 2023	Annual Policy Review. Update to Policy Owner	Becky Knight	Phil Pike	6.0
March 2024	Annual policy review. Updated policy owner.	Imogen West	Indu Seshadri	7.0

If you have any concerns relating to this policy, please contact [people@skewb.uk](mailto:people@skewb.uk)



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