

At DorSuite, we are committed to achieving and maintaining the highest levels of customer satisfaction by delivering products and services that consistently meet or exceed customer expectations. Our commitment to quality is reflected in every aspect of our operations, from planning to delivery, and is based on the following guiding principles:

**1. Customer Focus:**

We place the needs of our customers at the centre of everything we do. Our goal is to provide products and services that not only meet contractual and regulatory requirements but also provide added value and innovative solutions to meet customer-specific needs.

**2. Leadership:**

Our leadership team is dedicated to fostering a work environment that promotes continuous improvement and accountability. We ensure that the company's quality objectives are clearly communicated, understood, and implemented at all levels.

**3. Employee Engagement:**

We recognise that our employees are our most valuable asset. By empowering our workforce through training, skills development, and active participation in quality management processes, we create a culture where every employee takes ownership of their contribution to quality.

**4. Process Approach:**

We maintain a structured approach to managing all processes across the organisation. By systematically reviewing and improving our operational procedures, we ensure efficiency, consistency, and risk management in line with ISO 9001 requirements.

**5. Continuous Improvement:**

As part of our commitment to continuous improvement, we regularly monitor, review, and update our quality objectives and performance metrics. This proactive approach allows us to adapt to changing market conditions, improve customer satisfaction, and enhance operational performance.

**6. Data-Driven Decision Making:**

We base our decisions on careful analysis of relevant data, feedback from customers, and insights from our processes. This ensures that all changes or improvements are well-informed and lead to tangible benefits for both the company and its customers.

**7. Partnerships with Suppliers:**

We collaborate closely with our suppliers and partners, ensuring that all materials and services meet our stringent quality standards. We view our suppliers as an extension of our business and work together to ensure the delivery of high-quality products.

**8. Regulatory and Compliance Requirements:**

We ensure full compliance with all relevant regulatory, statutory, and industry standards to provide our customers with dependable, safe, and compliant products and services.

Our Quality Management System (QMS) is certified to ISO 9001:2015 and is regularly reviewed and updated to ensure its effectiveness. By adhering to these principles DorSuite aims to remain a trusted partner for our customers, driving innovation and quality in every product and service we provide.

Signed:

Managing Director

Date

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