



Quality Management Policy

Controlled Document	
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Review and Amendments

Below is information relating to the periodic review and amendments made to this document following its original issue.

ACTIONS UNDERTAKEN	DATE	INITIAL
CID Products LLP replaced with CID Trading Ltd	14.03.2023	SE
Reviewed	14.03.2024	SE

CID Trading Ltd (the 'Organisation') aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification. We are committed to maintaining the highest standards of quality in all aspects of our operations. This Quality Management Policy reflects our dedication to providing products and services that consistently meet or exceed the expectations of our customers and stakeholders. We adhere to the ISO 9001:2015 standard and continually strive to improve our quality management system to enhance customer satisfaction and organizational performance.

1. Customer Focus:

We prioritise our customers' needs and strive to understand and fulfill their requirements. We are committed to delivering products and services that consistently meet or exceed their expectations. By maintaining open lines of communication, we actively seek and value customer feedback to drive continual improvement.

2. Leadership and Employee Involvement:

Our management team provides strong leadership and promotes a culture of quality throughout the organisation. We believe that all employees play a vital role in maintaining and improving our quality standards. We encourage their involvement, provide necessary resources, and foster a sense of ownership and responsibility for quality at all levels.

3. Process Approach:

We adopt a systematic approach to managing our processes. We identify and understand the interactions between various processes, define clear responsibilities and authorities, and establish efficient and effective workflows. Continual monitoring, measurement, and analysis enable us to identify areas for improvement and implement appropriate actions.

4. Continuous Improvement:

We are committed to continuously improving the effectiveness of our quality management system. By setting measurable objectives and targets, we monitor our performance, identify areas for improvement, and take proactive actions to enhance our processes, products, and services. We encourage innovation and the pursuit of best practices to stay ahead in a dynamic business environment.

5. Evidence-Based Decision Making:

We base our decisions on reliable and relevant data. We collect and analyze data to gain insights into our performance, customer feedback, and market trends. These insights guide our decision-making process, enabling us to make informed choices that drive improvement and add value to our customers.

6. Supplier Relationships:

We establish and maintain mutually beneficial relationships with our suppliers. We carefully select our suppliers based on their ability to meet our quality requirements and deliver products and services that align with our values. We collaborate with our suppliers to ensure effective communication, monitor their performance, and work together to achieve shared quality objectives.

7. Compliance and Legal Obligations:

We comply with all applicable legal and regulatory requirements related to our products, services, and operations. We ensure that our employees are aware of their responsibilities and obligations. Through regular assessments and audits, we verify our compliance and take prompt corrective actions when deviations are identified.

8. Employee Training and Development:

We invest in the training and development of our employees to enhance their skills and knowledge. By empowering our employees with the necessary tools and resources, we foster a culture of continuous learning and improvement. We promote a safe and supportive work environment that encourages open communication, collaboration, and personal growth.

This Quality Management Policy provides a framework for achieving our commitment to quality excellence. We regularly review and update our quality objectives to align with our business goals and changing customer needs. Our dedication to quality is essential to our success, and we remain steadfast in our pursuit of continuous improvement and customer satisfaction.

The structure of the Quality Management System is defined in this Quality Procedures Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Procedures Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

THE SIGNATURE BELOW DEMONSTRATES THAT THIS DOCUMENT HAS BEEN AUTHORISED:

Company Name	CID Trading Ltd
Document Name	Quality Management Policy
Signed	
Print:	Ted Soulsby
Position	Managing Director
Date:	14/03/2024
Review Date:	14/03/2025