

2. **QUALITY POLICY STATEMENT**

It is CDR Group’s aim to provide products and services of an agreed specification and a consistent high quality to fulfil clients’ expectations, within a safe environment. CDR Group will ensure that all internal arrangements and practices are appropriate for this purpose taking into account the economic constraints of the business and the needs of interested parties.

To achieve this result, CDR Group has adopted a policy of operating a comprehensive, co-ordinated Quality System which is implemented, maintained, reviewed and improved at all levels throughout CDR Group and which conforms to the requirements of International Standard BS EN ISO 9001:2015 which encompasses, Leadership, Improvement, Relationship Management, Customer Focus, Engagement of People, Process Approach and Evidence-based decision making.

Directors and Managers are responsible for the competence of all personnel engaged in tasks which can influence quality. They ensure that all staff are provided with adequate resources and training and fully understand their obligations under the standard. Maximum effort is directed towards supplying the right products first time, but should any problems arise, these will be solved in a timely and professional manner. To this end, CDR Group will continually strive to improve upon its services, processes and Quality Management System to drive the company forward. As part of this philosophy, CDR Group will set quality objectives across CDR Group, and these will be regularly measured and assessed.

A culture of continual improvement is fostered within CDR Group; products and processes are regularly reviewed and effective teamwork and individual achievement acknowledged.

CDR Group processes third party data in both hardcopy and electronic format and for security reasons operates in accordance with the Data Protection Act 2018 and the implementation of the General Data Protection Regulation (GDPR).

The Quality Manual defines the organisation and systems which provide a planned and disciplined approach to all activities influencing the quality of service. Individual Operating Procedures specify the detailed arrangements in all relevant areas.

Since September 1994 CDR Group has maintained and improved an accredited Quality Management System BS EN ISO 9001 scoped to “Data Acquisition and Validation Services, Software Sales and Support”.

T J Nash  
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 Managing Director

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