



MAXILOW QUALITY MANAGEMENT POLICY

Maxi-Low (UK) Limited is a leader in low floor body vehicle conversion. They build and bespoke vehicles to exact requirements providing companies with the vehicle that they need. They also offer an onsite repair service and online spare parts to help customers to maintain their vehicles.

The business has total commitment to operational quality and putting customers at the centre of all that we do. To support this, the business has established a formal Quality Management System (QMS) using the ISO 9001: 2015 framework. This ensures that operations are continually monitored, improved, and updated to ensure that all our services offer the highest standards of quality and consistency.

Management takes overall responsibility and is committed to the operation and monitoring of the QMS. This supports key strategic objectives for the provision of quality and cost-effective services designed to fully meet the needs and expectations of our clients. Management will ensure this policy is communicated to all staff, alongside:

- Ensuring the quality management system achieves its intended results
- Completing proactive risk and opportunity assessments and actions to address these
- Taking accountability for the effectiveness of the quality management system
- Setting clear and achievable objectives which are consistent with the businesses quality policy and strategic direction
- Ensure all key processes are documented, promoted, and reviewed on a regular basis
- Ensure all workers have appropriate resources, infrastructure, and training to conduct their roles
- Support working groups within the business to ensure a top-down approach to quality management
- Review and monitor the progress of the QMS through regular management review meetings
- Establishing a review process, through internal audits, which provide independent assurance processes are effective and meet the needs of the customer and the business
- Review key legislative requirements which may affect business operations to ensure compliance
- Promote a culture of continual improvement to deliver service excellence

This policy applies to all workers involved in processing activities, this includes staff and 3rd parties utilised by the business. With the consequence of not adhering to this policy or quality principles affecting key business deliverables, all staff are invited to raise any non-conformances at the earliest opportunity.

Management will review this policy on an annual basis to ensure it continues to meet the context and strategic direction of the business.

Kind Regards,

Maxi Low Management

Version	Date Approved	Reason for new version
1.0	16/10/2025	New policy

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