



Quality Policy

Document Revision 1.14 (0)

This document is a locally formatted publication of the Group Operating Framework Quality Policy for Wardley Electronics Ltd and Best Badges Ltd [https://www.notion.so/wardleyelectronics/Quality-Policy-Group-Level-2a7c79a6055d80ac9600c2ec16090a1b]

Approved By Company Director: Stuart Tydesley (Company Director)
Document Control Manager: Jack Davison (Production Operations & Quality Manager)
Responsible Senior Manager: Richard Maydell (Business Manager)

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Authorised Locations https://www.bestbadges.co.uk/
Intranet Production Site
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Revision History 21-11-2025

Policy replaced in full by Group Operation Framework Quality Policy. This document is a locally formatted release of the Group Operation Framework Quality Policy.

1. Overview

The Company (Best Badges Ltd) is committed to maintaining and continually improving a Quality Management System which ensures that products and services meet customer, statutory, and regulatory requirements. This policy applies to all employees and all activities carried out across both businesses, supporting reliable performance, consistent standards, and a customer-focused culture.

2. Purpose

This policy establishes the shared principles by which The Company (Best Badges Ltd):

- Identifies, assesses, and manages quality risks relevant to its activities.
- Provides and maintains equipment, tools, and systems that are fit for purpose.
- Ensures employees are trained, competent, and supported to perform their roles effectively.
- Monitors performance and acts upon non-conformance, improvement opportunities, and customer feedback.
- Drives continual improvement through measured objectives and systematic review.

3. Responsibility

The Company (Best Badges Ltd) allocates responsibilities as follows:

- The Responsible Senior Manager is responsible for operational implementation of this policy. The Managing Director provides oversight and holds ultimate accountability for any decisions or escalations.
- The Document Control Manager is responsible for reviewing this policy annually, or sooner if required due to legislation or operational changes.
- All employees must:
 - Follow QMS procedures, instructions, and work standards.
 - Raise concerns, non-conformities, or improvement suggestions promptly.
 - Support a proactive culture of quality and continuous improvement.

Failure to follow reasonable instructions relating to quality may result in action under the Conduct & Capability Procedure.

Company-Specific Arrangements

While this policy establishes shared quality management principles as established here in this Group Operating Framework - Dashboard each company maintains its own operational Quality Management System, risk controls, and supervisory structure, appropriate to the nature of its work. These arrangements are summarised and detailed fully within the below:

- Local Operating Framework - Wardley Electronics.
- Local Operating Framework – Best Badges.

4. Implementation

This policy is implemented through:

- Standard Operating Procedures (SOPs) and Work Instructions.
- Risk assessment and root cause analysis.
- Non-conformance and corrective/preventive action processes.

- Internal auditing and management review.
- Structured training, competency assessment, and communication.
- Customer feedback, complaint handling, and satisfaction monitoring.

5. Statement of Commitment (Shared)

The Responsible Senior Manager and Managing Director who form the role of *'Top Management'* as defined in ISO9001:2015, commit to:

- Ensuring this Quality Policy and associated objectives remain appropriate, measurable, and understood.
- Integrating the QMS into everyday operations and decision-making.
- Promoting risk-based thinking and a process-driven approach.
- Providing the resources required to maintain effective quality practices.
- Monitoring performance using objective metrics and audit findings.
- Engaging employees, suppliers, and stakeholders to support continual improvement.
- Ensuring customer requirements are understood, agreed, and consistently met.
- Maintaining a strong focus on customer satisfaction and operational reliability.

Monitoring and Review

Records associated with these activities will be controlled by the and retained within the appropriate management system, as defined in the:

- Local Operating Framework - Wardley Electronics.
- Local Operating Framework – Best Badges.

The Company (Best Badges Ltd) will:

- Ensure this policy will be reviewed as outlined in the 'Responsibility' section.

The Company (Best Badges Ltd) warns that:

- Breaches of this policy may result in disciplinary action (Conduct & Capability Procedure), termination of or business relationships, and/or referral to law enforcement.

6. Statement of Commitment

The Company (Best Badges Ltd) appoint the Responsible Senior Manager and Managing Director into the role of *'Top Management'* as defined in ISO9001:2015, who commit to:

- Ensuring this Quality Policy and associated objectives remain appropriate, measurable, and understood.
- Integrating the QMS into everyday operations and decision-making.
- Promoting risk-based thinking and a process-driven approach.
- Providing the resources required to maintain effective quality practices.
- Monitoring performance using objective metrics and audit findings.
- Engaging employees, suppliers, and stakeholders to support continual improvement.
- Ensuring customer requirements are understood, agreed, and consistently met.
- Maintaining a strong focus on customer satisfaction and operational reliability.