

QUALITY ASSURANCE POLICY



Relish follow the ISO 9000 quality management path because we feel it provides us with a framework within which we can control and improve the quality of our services, to reduce the costs associated with poor quality, and become more competitive.

We recognise that to have a quality attitude you must have a quality system. This is what ISO standards recognises, and this is why we have chosen to follow the ISO 9000 standard approach. Our manual outlines the company's approach to quality management and is supported by specific quality procedures manuals within which the detailed operational procedures are contained.

THE POLICY

The Quality Management System is established, implemented, and maintained by the Senior Relish management team. It is applicable to all the fields of operation in which the company are involved. All policies, systems, programs, procedures and instructions are documented to the extent necessary to enable the company to assure the quality of results generated. These documents are communicated to, understood by, available to, and implemented by the appropriate personnel.

ASSOCIATED DOCUMENTS

This Quality Manual and associated policies and documents (including procedures) and records serve as the quality plan for the company. Other documents and records include:

- Standard operating procedures and manuals
- Food Safety Manual
- Health & Safety Manual
- Human Resources Manual
- Quality control plans
- Organisational charts
- Proposals
- Project management schemes

THE PRINCIPLES WE FOLLOW

- Focus on our customers
- Provide leadership
- Involve our people
- Use a process approach
- Take a systems approach
- Encourage continual improvement
- Get the facts before you decide
- Work with our suppliers

MAINTAINING AND MANAGING QUALITY

For most contracts, this Quality Manual and the associated documents form a general Quality Plan. As part of the new contract specific Quality Plans will be prepared for SJP. These Quality Plans will modify the general requirements stated in the Manual and associated documents.

THE ROLE OF THE QUALITY MANAGER

The roles and responsibilities for Quality Manager are outlined in organisational structure section of the appended Quality Manual. The Quality Manager ensures that operational requirements of this manual are implemented and maintained within each contract. The Quality Manager ensures that quality management principals of this manual are implemented and maintained across the Relish Group. For the new SJP contract the site based executive chef will act as Quality Manager on this contract.