

# Quality Policy

Lunar Caravans Ltd Board recognise their responsibilities for managing quality within the Company's activities and have established a Quality Management System which complies with BS EN ISO 9001:2015 to achieve this.

The Directors of Lunar Caravans Ltd are committed to achieving and maintaining the highest standards of workmanship and seeks to exceed all Customer requirements through the continuous improvement of processes and their significance in relation to their impact on Stakeholders.

It is recognised that quality is the responsibility of all employees, and line management are charged with ensuring the clear communication and understanding of the management system among all their staff.

Lunar Caravans Ltd shall ensure compliance with all statutory, regulatory and other requirements related to our activities, products and services evidenced by continued conformance to European Directive 2007/46/EC for European Whole Vehicle Type Approval (EWVTA) conformity of production and conformance to VCA for Vehicle Type Approval.

Ensuring that any outsourced process requirements are monitored and supported through our own Quality Management Systems.

## **The key principles of Lunar Caravans Ltd are;**

**Customer Focus** – we treat our customers (internal and external) how we would like them to treat us

**Engagement of People** - We invest in our team to provide skills and support to contribute to the success and reputation of the Company

**Process approach** – we understand and manage inter-related processes to ensure the effectiveness and efficiency of the system which uses the plan, do, act, check process

**Improvement** – we aim to be innovative with our improvement methods. Data trends inform our management team of changes required in the strategic direction of the business

**Decision Making** – is controlled to monitor risk and manage deviations

**Supplier Quality** – we work closely with Suppliers to maintain a mutually beneficial relationship

A handwritten signature in blue ink, appearing to read "B. Hilliard".

Chief Executive Officer

Date: 18 September 2018

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