

Quality Policy

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KFT is committed to providing the best training equipment and support services to the Emergency Response Community and doing it in a manner that best serves our customers and stakeholders. We have established our quality policy to be consistent with this commitment. It establishes a framework for the setting and review of objectives, strengthens our capability to satisfy our customers' requirements as well as applicable regulatory and legislative requirements. It also documents our commitment to continually improve our management system.

Customer focus: As an organization we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: Our Senior Management have committed to creating and maintaining a working environment in which our people become fully involved in achieving KFT's objectives.

Engagement of people: As an organization we recognize that people are the essence of any good business and that their full involvement enables their abilities to be best used for our collective benefit.

Process approach: As an organization we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision making: As an organization we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: KFT recognizes that an organization and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of our stakeholders and other interested parties while fulfilling our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document R03 Quality Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

Authorized by: William R. Lane Position: CEO/President

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