



Quality Policy

We have established this quality policy to be consistent with the purpose and context of our organisation as defined by our mission statement and core values. Together they provide a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system.

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

Leadership: Our leadership team have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

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

Process approach: As an organisation 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 organisation we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: We recognise that an organisation 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 other interested parties and in meeting 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 and communicated to all interested parties as well as being made available to the wider community through publication on our Website.

Authorised by: ADM Executive Team

Glenn Bates
Managing Director

Kristin Brown
General Manager

Jonathan Brown
General Manager

Adam Bellani
Sales Manager

Stephen Lilley
Marketing Manager

Freda Efstathiou
Customer Service Manager

Date Approved: 23 July 2020



My Role | My Team | My Company
Innovation | Initiative | Leadership

ADM MISSION STATEMENT

From our strong foundation, first established by Glenn Bates in 1986, ADM has grown into a community of individuals whose priority (and passion) is service.

Service to our network: our customers; our suppliers; and to each other is fundamental to the ADM family. Our dedication to service has helped us continually improve (as individuals and as a company) and stand out from our competition.

We seek to collectively provide our entire network with solutions that will help them achieve their goals.

