



Simple · Safe · Special  
**find&finance**



## Quality Policy

## Document Information

### Version Control

Owner	Version	Edited By	Date	Change History
Teagan Waite	v1.24	Teagan Waite	30/01/2025	First Draft
Teagan Waite	V1.25	Teagan Waite	11/02/2025	Final Draft

### Distribution

Held by	Date Posted	Format	Location	Comments
Teagan	11/02/2025	Digital	SharePoint	
Teagan	11/02/2025	Physical	Office	
Teagan	30/04/2025	Website	Website	

### Status

X	Status	Approved By	Date
	Draft	Teagan Waite	30/01/2025
	Final Draft	Teagan Waite	11/02/2025
X	Published	Teagan Waite	11/02/2025
	Withdrawn		

### Classification

	<b>Confidential</b>
	<b>Restricted</b>
X	<b>Unclassified</b>

### Relevance to Standard

Standard	Clause	Title
ISO 9001:2015	5.2	Policy



## Find & Finance Limited

### Quality Policy

#### About Us

Find & Finance was established in 2017 to transform the customer experience when buying new or used vehicles. We aim to provide a **Simple** experience through our thorough and easy to understand background checks. We provide a **Safe** experience with comprehensive inspections, comprehensive warranties and guarantees. Our commitment to a **Special** experience is driven by our desire to listen to the needs of our customers and provide them a vehicle that fits their unique requirements.

#### Our Commitment to Quality

We are committed to delivering the highest quality of service to our customers. This is reflected in our company values:

- Total transparency
- Consistent communication
- Exemplary customer experience
- Teamwork, collaboration and support
- Fun and enjoyment
- Passionate and hard working
- Honesty and trust
- Always Improving

To achieve this and ensure that our company values are followed, we operate a Quality Management System (QMS) to the requirements of ISO9001:2015.

Our QMS is focused on our customers' journey by ensuring that our quality and operational processes are effective to meet the needs of all interested parties.

#### Risk-Based

We have adopted a risk-based approach to identify threats and opportunities to ensure that we continue to meet our own high expectations and those of our customers.

#### Quality Objectives

To give our QMS purpose and direction we have agreed SMART Quality objectives at all levels of our organization, which are regularly reviewed.

When deciding on our objectives we consider the risks and opportunities we've identified, feedback from our customers and our overall business strategy.

#### Training & Awareness

To ensure that all our staff, customers and interested parties are aware of the QMS and their particular responsibilities within it, this policy is displayed at our locations and communicated publicly via our website (<https://find-and-finance.co.uk/>)



**Compliance & Improvement**

We are committed to the continued review and improvement of our QMS;

And full compliance with contractual, legal and other requirements applicable to our organization.

**Impartial Audit**

To verify the effectiveness of our Quality Management System, we invite a UKAS Accredited Certification Body to impartially audit our company and provide certification, which can be found on our website (<https://find-and-finance.co.uk/>).

Top management gives complete approval and commitment to this policy.

Signed:  \_\_\_\_\_

Date: 30/04/2025

Michael Kirby  
Managing Director  
Find & Finance Ltd

