



# Quality Assurance Policy

## Introduction

*FitnessGenes Limited* (the “organisation”) is committed to providing the highest possible level of service to satisfy the requirements of customers, learners, partners and subcontractors. To achieve this, we have implemented a comprehensive Quality Management System (QMS) aligned with ISO 9001:2015 standards, reflecting our commitment to quality and continuous improvement.

This policy is subject to regular review and updates to ensure its ongoing relevance and alignment with the organisation's objectives and the evolving needs of our stakeholders. We are committed to maintaining transparency and will make this policy available to customers, learners, partners, and subcontractors upon request.

## Policy Purpose

*FitnessGenes Limited* is committed to delivering a high-quality service that achieves customer satisfaction by using quality procedures that operate to meet or exceed the requirements of ISO 9001.

This policy outlines our commitment to meeting customer, learner, partner, and subcontractor requirements, as well as applicable statutory and regulatory obligations. It serves as a foundation for setting measurable quality objectives, fostering a culture of continuous improvement, and aligning our quality management practices with the strategic direction of the organisation.

Within this policy we are committed to operating under the disciplines and control of a QMS conforming to the International Standard ISO 9001:2015 and the organisation is working towards ISO 9001 compliance. The organisation is GDPR compliant with a dedicated Data Protection Officer. The laboratory that undertakes the genetic sequencing is ISO 17025 certified and the saliva testing kits provided by suppliers are ISO 13485 certified.

Maintaining a high-quality service through continuous improvement of the services being provided will help with key business aims such as customer retention, revenue generation, and customer satisfaction.

## Commitments

The following procedures are in place to support the maintenance of quality:

- **Regular gathering and monitoring of customer feedback**
- **A strict corrective and preventative action procedure**
- **Selection and performance monitoring of the entire supply chain**



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- **Regular review of partnerships**
- **Continuous training and development of employees**
- **Clear, measurable quality objectives**
- **Regular quality audits of internal processes**
- **Management reviews of audit results, customer feedback and complaints**
- **All new education courses will undertake thorough internal reviews**
- **A comprehensive on-boarding process for all new employees**

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Next Review Date: February 2027