Quality Policy

LMXLED Ltd | Trading as LUMAX Lighting

Our commitment

LUMAX Lighting, the trading brand of LMXLED Ltd, is committed to supplying LED lighting products and services that meet agreed customer requirements and applicable obligations. Customer satisfaction, product reliability and continual improvement are central to our approach. Our Quality Management System operates within the scope of our ISO 9001:2015 certification.

Our quality commitments

- Understand customer requirements and review product specifications before accepting orders.
- Maintain effective controls over quotations, purchasing, order processing, product information and delivery.
- Evaluate relevant supply-chain performance and follow up on quality concerns.
- Maintain appropriate technical records, product traceability and compliance documentation.
- Monitor customer feedback, complaints and nonconformities, and implement appropriate corrective action.
- Provide suitable information and training to support employee competence.
- Set measurable quality objectives and review performance through audits and management review.
- Continually improve the effectiveness of our Quality Management System and the service we provide.

Management responsibility

The Directors are accountable for the effectiveness of the Quality Management System, providing appropriate resources and ensuring quality objectives align with business priorities. Everyone working for LMXLED Ltd has a responsibility to support quality in their role.

Review and approval

This document is subject to director approval and will be reviewed at least annually or following significant relevant changes.

Approved by: Darren Woodhouse Position: Director

Approval date: October 2026 Next review: _____