

# Quality Policy Statement

It is the policy of Pruce Newman Pipework Ltd to fabricate and erect pipework, steelwork and associated services which meet the client's requirements in standard, time and price. To achieve this the Company shall:

- i. Identify carefully the client's requirements and, if needed, assist clients in identifying the specifications of the work that is required.
- ii. Plan and carry out the fabrication and installation using competent managers, engineers, senior operatives, welders, installers and other employees.
- iii. Use materials and equipment which give the required results and meet the specifications.
- iv. Test the completed work as required by the specifications.
- v. Inspect the material and the completed work, recording the results to provide confidence in the standard and information to achieve improvements.
- vi. Pay due attention to the client's views and correct promptly any unsatisfactory work.

The Management has a continuing commitment to:

- i. Ensure that customer's needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- ii. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements.
- iii. Establish the Quality policy and its objectives.
- iv. Ensure that Operational and Infrastructure Meetings review the quality objectives and reports on the Internal Audit results, as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- v. Ensure the availability of resources.
- vi. Monitor the effectiveness of the Quality Management System and continually improve such effectiveness.

This policy will be continually reviewed, and revised as required to meet the changing needs of the Company, technical innovation and legislative developments.

## **BS EN ISO 9001**

PNP has documented procedures prepared to the requirements of BS EN ISO 9001: 2008 and the Management recognise that the standard places specific responsibilities on the Company to meet quality assurance requirements.

**Signed** Graham Newman - Managing Director

**Date** November 2016

HEAD OFFICE  
Ayton Road,  
Wymondham  
Norfolk NR18 0QJ  
+44 (0) 1953 605 123

SOUTHERN OFFICE  
Suite 5, Riverside House  
Lower Southend Road  
Wickford, Essex SS11 8BB  
+44 (0) 1268 739 470

info@prucenewman.co.uk  
www.prucenewman.co.uk

