



## QUALITY POLICY

Issue 1

Our policy is to provide metal architectural products of a high quality, delivered on time and priced to provide superior value to our customers. In achieving these goals:

### WE WILL:

- Work as a skilled team.
- Be customer focused at all times.
- Exercise best practice in the design, manufacture and installation of our metal architectural products to meet customer specified requirements.
- Adhere to the procedures and instructions in our ISO 9001 quality system.
- Strive to "Do things right first time and every time".
- Learn from our mistakes.
- Continually train and develop our team, providing a versatile workforce.
- Utilise leading edge machinery
- Maintain our machinery and plant in optimum working condition.
- Keep abreast of all legislative changes in our sector.
- Abide by all applicable statutory and regulatory requirements.
- Encourage efficient use of materials, conservation of energy and correct disposal of materials to support the environment.
- Continually improve on the effectiveness of our quality system through the review and improvement of our processes and the setting of quality objectives.
- Measure our customer satisfaction and strive to satisfy our customers' requirements at all times.
- Put in place corrective action on any area of dissatisfaction.

This policy, which provides the framework for establishing our quality objectives shall be made known to, understood and practiced by all our team. It shall be reviewed for continuing suitability and amended as required.

Signed: George Fleck

George Fleck

Date: 22/07/15

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