

Quality Policy



We are committed towards the effective implementation of this Policy, which ensures our products and services fully meet the Customer's requirements, our legal obligations and to satisfy industry and all other applicable requirements. Our goal is to achieve a high level of customer satisfaction at all times, and implementation of our supporting management system and processes is essential to realising this goal.

We believe in the concept of working with Customers and our supply chain in pursuing this policy and continual improvement in quality performance and our management system. The Policy is based on the following principles:

1. Ensuring that we fully identify and conform to the needs of our Customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.
4. Working with suppliers and Customers to establish and maintain the highest quality standards.

To ensure the Policy is successfully implemented, staff will be responsible for identifying Customer and other requirements, and for ensuring the correct processes are followed to meet those requirements.

Performance objectives shall be set each year, based on our past performance, to address our risks and opportunities. Objectives shall be measurable, and progress monitored.

Our Policy and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. The Policy is uploaded to our website, to make it available to all interested parties.

We are committed to operating our Company under the disciplines and control of a management system conforming to the International Standards ISO9001 and EN1090, planned and developed jointly with our workforce. We are all committed to operating continuously to these Standards, and to maintain our certification to these Standards.

We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of our Customers.

We shall ensure that our personnel understand and fully implement our Policies and objectives, and are able to perform their duties effectively through an ongoing training and development programme.

Signed.....

A handwritten signature in blue ink, appearing to be 'A', is written over the signature line.

**Managing Director
Robert Stevens & Sons (RS&S) Ltd**

Date: 29th August 2017

Last reviewed: 24th January 2020