

# SHROPSHIRE STAINLESS & ALUMINIUM LTD

## POLICY MANUAL, PM 1

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### 3/ **QUALITY POLICY**

Shropshire Stainless & Aluminium Ltd shall continuously strive to improve the level of service, promote and develop a culture of continuous improvement of the service to our interested parties through our quality management system.

We are committed to strengthening our partnership between ourselves and our stakeholders and to use the policy as a framework for reviewing quality objectives which includes the monitoring of:

#### **CUSTOMER SATISFACTION**

#### **DELIVERIES ON-TIME & IN FULL**

#### **ITEM ERRORS**

The performance of the QMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at our Annual management review meetings.

It is extremely important that the quality management system is effective and the requirements of the quality management system consistently maintained.

We adopt the use of the process approach and risk-based thinking in our day to day running of the business. The company is committed to satisfying applicable standards of legislation that apply to our business and these have been considered at inception of the ISO standard and will continue to be reviewed on an annual basis to ensure continued compliance.

It is top management policy to engage, direct and support persons to contribute to the effectiveness of the quality management system. The contents of this Quality Policy shall be communicated to all personnel upon induction and the understanding of the policy verified during internal audits.

We are committed to satisfying and maintaining customer satisfaction and the requirements of applicable stakeholders.

As Managing Director, I take full responsibility for ensuring that this policy is communicated and implemented throughout the organisation and any other interested parties via our web site.

x   
Gary James  
**(Managing Director)**