

## Regal Balustrades Ltd - Company Policy Statement

It is the policy of Regal Balustrades Ltd to supply only high quality products and services in accordance with the quality assurance principles set out by BS 5750: Part 1: 1987 (ISO 9001), as a minimum, and which confirm fully with contractual requirements and specifications.

The director has full authority and responsibility for the maintenance of this policy and is responsible for measuring and monitoring quality performances, identifying quality problems and instigating the necessary corrective actions. He is also ultimately responsible for the maintenance of effective quality procedures and the provision of objective evidence of the quality conformance of all products.

Controlled copies of this manual shall be distributed to key staff who shall be responsible for ensuring that staff under their control are provided with the appropriate level of quality information.

Quality assurance is based on the principles that prevention is better than cure, since it is far more profitable, and provides a better service to get things right first time. Quality assurance aims to provide complete control of quality across all company related activities.

Management accept that although quality is the concern of every individual in the organisation, they have the overall responsibility for ensuring that people are given the necessary facilities with which to provide and continually improve the service provided.

*Charles Doling*

Director

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