

Lee Warren Fabrication and Design Limited – Quality Policy

QUALITY POLICY STATEMENT

Lee Warren Fabrication and Design (the 'Organisation') aims to provide quality products and services to the satisfaction of its clients

The Organisation operates a Quality Management System that is based on BS EN ISO 9001:2008 including aspects specific to the construction industry.

The management is committed to:

1. Developing and improving the Quality Management System to comply with the requirements of BS EN ISO 9001:2008 and maintaining UKAS Accreditation.
2. Continually monitor the effectiveness of the Quality Management System.
3. To regularly review this Policy in order to ensure its continuing suitability.
4. The enhancement of client satisfaction.
5. Working with our suppliers and customers to establish and maintain the highest quality standards.

The Organisation's principal quality objectives are defined as,

1. The Organisation aims to provide defect free goods and services safely, on time and within budget.
2. Client Satisfaction (Mean Average) on handover is at least 'satisfied'.
3. To establish a baseline of the percentage of actual costs of NCRs against annual turnover at the end of the current financial year, October, 2015. And reduce the percentage year on year at an achievable target.
4. Annual complaints < 3.

These main objectives along with other measurable Key Performance Indicators (KPIs) are set in the six-monthly Management Review according to the prevailing needs of the business, where, in line with the system audits, their effectiveness will be determined in order to establish continual improvement in quality performance. These will be included within the minutes of the meeting.

The structure of the Quality Management System is defined in the Quality Manual.

In addition to British Standards, English and EU commercial legislation and regulations, the organisation complies with those specifically related to its business activities.

This Policy applies to all employees of Lee Warren Fabrication and Design and will be available via the intranet and published on the noticeboards.



Warren Few
Managing Director
Lee Warren Fabrication and Design Limited
June, 2016