



## AMC QUALITY MANUAL issue 12.0

# QUALITY POLICY

Advanced Metalcraft Ltd (the 'Organization') aims to provide defect free goods and services to its customers on time and within budget.

The Organization operates a Quality Management System based upon with the requirements of BS EN ISO 9001:2008 certification, including aspects specific to the provision of the engineering, fabrication and erection of structural steel stairs, balconies and balustrades.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organization the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

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

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organization complies with all English and EU legislation and regulations specifically related to its business activities.

The Organization constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy, Objectives and the Manual are provided to members of staff as a means of communicating, publicizing and maintaining the effectiveness of the Quality Management System.

Signed

A handwritten signature in black ink, appearing to read 'K Barnes', is written over a horizontal line.

Name: Kris Barnes (MD)

Date 19/11/2019

Reviewed: G. Feasey

Name: Graham Feasey (QA Manager)

Date 19/11/2020

