

	ISO9001: 2008	<b>QUALITY POLICY MANUAL</b>		Page 1
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QUALITY POLICY MANUAL APPENDIX 'B'

## QUALITY POLICY

It is the policy of WD Close & Sons to provide a range of services and products that meet the specifications of its customers and that the product or services are provided on schedule at the agreed price.

WD Close & Sons will ensure all work is carried out in a cost effective and timely manner in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

A policy for conforming to the requirements of ISO 9001:2008 has been established, and is regularly reviewed at the management review meeting for suitability and effectiveness, addressing continual improvement and client satisfaction.

WD Close & Sons is a highly efficient and quality conscious organisation whose prime objective is providing a quality service through the monitoring and continuous improvement of Product Quality and overall Customer Satisfaction.

The initial function of all management and employees shall be the maintenance of these objectives.

The Management Team is ultimately responsible for making balanced judgements whilst understanding that the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, that they know how they can assist in the improvement of Quality and are that they are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

This Quality Policy is displayed within the offices and manufacturing areas.  
All employees are encouraged to read it and communicate any query to the Managing Director.



Signed .....

Mr W.D Close – Managing Director

Date: 12<sup>th</sup> May 2014