

QUALITY POLICY

It is the policy of Profab Access Ltd to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives, its purpose and the context of the organisation.

It is the policy of Profab Access Ltd to provide a range of services, which meet the requirements of its customers.

All work is carried out in a cost effective and timely manner and in accordance with the highest possible standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested organisations.

A policy for quality conforming to the requirements of ISO 9001 has been established to ensure that it:

- Is appropriate to the purpose of the organisation, the expected level of customer satisfaction and the needs of other interested parties.
- Includes a commitment to meeting requirements and to continual improvement
- Has all the necessary resources which are needed to fulfil the obligations of this standard
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and customer satisfaction.

Management is ultimately responsible for making balanced judgements, assessing the significance of any variances to products or procedures and taking the appropriate decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. 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 achievement of adequate quality and are 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.

Rob Glen, Operations Director.
(29/09/2020)