



Duncan Reeds
LAMINATE FABRICATORS



Quality Management Policy



QUALITY MANAGEMENT POLICY

Duncan Reeds Ltd is a manufacturing company which specialises in laminate fabrication.

It is the objective of Duncan Reeds Ltd to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve the service we provide.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001.

In particular, the company will:

- Set Measurable objectives that will achieve customers' requirements.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and internal audit process.
- Proactively seek feedback from customers on how well its products and services meet their requirements and set objectives for continual improvement.
- Analyse the cause of any complaint or problem and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products, services and business processes.
- Ensure all employees are aware of the quality policy and are committed to the effective implementation of the Quality Management System.
- Ensure the company complies with all necessary regulatory and legal requirements.

Signed on behalf of Duncan Reeds Ltd:



Managing Director
Date: 14th February 2019



WEBSITE

www.duncanreeds.com

Duncan Reeds Limited is a company registered in England.
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