

QUALITY POLICY STATEMENT

Barretts of Aspley Ltd provide Architectural Metalwork and Structural Steelwork services to many of the UK's largest developers and main contractors. Our extensive client list features award winning developers and revolutionary projects. We work closely with our clients at every stage of the project from Design & Planning through to On-site Installation ensuring delivery of the best possible solution.

Statement of Intent.

To meet the company's objectives and become a top performer within the sectors we operate in, there is a need for a management system that delivers the highest quality, consistency, assurance and governance. Therefore, Barretts of Aspley Ltd is committed to the implementation and maintenance of a management system that is certified to BS EN ISO 9001 (2015). This management system is laid out in our integrated business manual and business model.

We are committed to continually striving for improvement and shall provide a framework for setting and reviewing objectives and measurable targets as part of our management review process. These are documented in our Business model and reviewed in our Management review meetings.

To achieve our goals, it is vital that the quality systems are understood, accepted and adhered to by everyone in the company and as such it is part of our training programme for all levels within the organisation. The implementation of the Quality System is mandatory, but its success can only be achieved by the participation and commitment of everyone. Each employee will receive full support to ensure the Quality System is understood, implemented and maintained throughout.

Policy Aims

To ensure the effective implementation of this policy we will:

- a) Provide the necessary infrastructure and work environment to meet the requirements of the management system.
- b) Ensure the availability and competence of resources to meet the requirements of this policy.
- c) Set measurable objectives for continual improvement.
- d) Monitor and measure the effectiveness of our business model and company objectives through our management review and internal audit processes.
- e) Measure and monitor customer satisfaction.
- f) Analyse the causes of any complaints and take the appropriate action to prevent reoccurrence.
- g) Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices.
- h) Provide an efficient, creative and orderly approach to fulfilling the client's requirements, including statutory and regulatory compliance in a suitably timed service and delivery.
- i) Ensure clear communication with our clients and by taking a special and continuing interest in their technical problems and keeping them regularly updated with the progress on the work in hand.

Senior management will review this policy annually or in the event of a major operational or organisational change.

This policy will be communicated to all our employees and organisations working on our behalf, displayed at our offices, on our intranet, and made available to third parties.

Signed:



Date: 04/2024

Pat Howlett
Managing Director
Review Date 04/2025