

## QUALITY POLICY STATEMENT

The following policy of Andrews Fasteners Limited is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our customers. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.

The Management of the company will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System and its commitment to supply to changing customer demands.

We undertake to ensure sufficient resources are made available within the Organisation to achieve this. We undertake to ensure communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation.

Continual improvement approach is implemented in the company and allow all employees to participate in the development of the company quality management system by proposing changes in the system, that will be reviewed and implemented when approved by top management.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard and National Highway Sector Scheme 3 (NHSS3). These objectives will address the risks and opportunities within the Organisation as determined by Top Management.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

## MISSION STATEMENT

Andrews Fasteners Limited aims to be a leading provider of quality products and services to the construction industry by:

- Having Customer Satisfaction as our prime aim.
- Using the most innovative thinking and methods to achieve our customer stated goals.
- By maintaining open and enquiring minds, constantly searching for improved methods of delivering a quality service to our customers.
- Being fully aware of the fragile environment in which we all operate and taking care of its limited resources.
- Being able to supply to changing customer demands.

We will provide these services in the most effective manner to the customer, whilst ensuring all staff and stakeholders in the business gain maximum benefit and security from sustained profitable growth.

Together we will develop an organisation that will attract, retain, develop and motivate high calibre staff dedicated to the implementing of our mission.

The following document is available through the internal system (electronically, notice boards), maintained by Top Management, communicated and understood by all Andrews Fasteners employees.

Review date: **08/03/2018**

Change date: **08/03/2018**

**Michael Carey,**

Managing Director


