

ISO 9001 2015 Clause 5.2

At Special Metals Fabrications Limited, we are committed to providing our customers with a level of customer service that meets and exceeds their needs throughout the entire organisation. In order to achieve this, the Director will implement a Quality Management System (QMS) in line with the International Standards of good practice, ISO 9001:2015.

Our Quality Policy is defined and passionately driven by the following principles and behaviours:

- Govern and manage our business in an ethical and responsible manner.
- Comply with all legal and regulatory obligations and meet all our customer and regulator commitments.
- Measure our performance, deliver it, set improvement targets and adopt best practice.
- Maintain a positive contribution to the local community.
- Provide a constant focus on our customers and their requirements thus allowing us to build long, profitable and mutually beneficial relationships with all of them.
- Respond swiftly and accurately to all customer requests from enquiry through to delivery. With customer satisfaction and feedback captured from multiple sources to identify deficiencies and seek ongoing sustained improvement.
- Ensure our policies, standards and expectations are communicated and embedded in all of our activities and by our contractors and suppliers.
- Maintain consistent delivery, collaboration and the earned trust of our customers, stakeholders and community is key to the future success and prosperity of SMF.
- Develop our teams to be highly motivated and competent employees, with an awareness of our Quality Management System and its requirements, and how they can deliver quality in all they do within the workplace.
- Objectives are developed to promote the continual improvement of quality within the organisation and will be regularly reviewed and updated to ensure we meet/exceed the needs of our customers.
- By striving for quality and outstanding service in all that we do, we will build a successful future for Special Metals Fabrications Limited Systems and our customers.

Whilst we shall endeavour to produce work and service to these high levels; we may not always achieve this and we need to learn from our experiences. We will therefore commit to following up any justifiable complaints and ensure that these are rectified in a timely manner.

Only by providing outstanding service and product quality will we achieve our aims of long-term success and sustained continued improvements.

The policy, organisation and procedures necessary to deliver the required standards as directed above are detailed within the Quality Management System document.

This policy is available/communicated to all interested parties on request, with copies being displayed on the company website and on the Company Noticeboard.

Authorised by:

Gary Cook - **Director**

Date Approved: 28.07.2021