



QUALITY POLICY STATEMENT

It is the stated quality policy of;

URBAN WINDOWS, DOORS & CONSERVATORIES LTD,

to satisfy our customers to the requirements of the contract in terms of service and quality. To achieve this, we shall satisfy clients' needs to ensure client retention, repeat business and extend our client base.

This is achieved by implementing the requirements of BS EN 14351 and PAS 20/30 and will be applied across the whole company and embrace all the activities which impact upon our customers. Operating a comprehensive, co-ordinated quality system which assures the quality of all products, processes and services offered by the company to meet client requirements

The Directors and senior managers of the company are committed to ensuring that the system is effective in achieving quality and satisfying customers both now and in the future. To this end, we will strive to continually improve upon our products and services and our quality management system. The System will be reviewed at Management and/or Management review meetings. We will set objectives which will be measured against and reported upon.

The Company is committed to satisfying the applicable requirements.

To ensure that; -

- Client satisfaction and resolution of complaints.
- Personnel are competent for the task allocated.
- Documentation is correct for the requirements.
- The materials is available on time in production.
- Compliance with relevant regulatory and industry standards.
- Product development and improvement.
- Efficient and reliable supplies to our clients.

To implement a policy of continual improvement in which the company will continue to recognise and reward effective teamwork and individual achievement and will review its products and processes regularly.

We invest in people and our emphasis on training acts as a testimony to our commitment in this area.

SIGNED:

POSITION:

Director

DATE:

24/07/23