



# Quality Management Systems Manual

## Joseph Ash Ltd Quality & Environmental Policy [OPG-09]

The purpose of the Joseph Ash Galvanizing Quality and Environmental management system is to ensure that the products and services provided to our customers consistently meet or exceed their requirements and those of the regulators and relevant British/International standards. The company is also committed to ensuring that the impact of its operations on the environment is minimised. We will therefore take all reasonable steps to ensure that before carrying out any activity, the likely environmental impact, whether direct or indirect, is given due regard and appropriate measures taken.

**The company will achieve these objectives by:**

- Regularly reviewing this policy to ensure it’s continued suitability.
- Communicating this policy to all employees via notice boards and inductions.
- Setting clear Quality & Environmental Objectives and ensuring that they are achieved.
- Taking all practical steps to ensure that the product is ‘right first time’ and where quality issues are identified, they are formally recorded and suitable actions taken to prevent re-occurrence.
- Supplying our customers with 1<sup>st</sup> class service and ensuring that we achieve or exceed their requirements.
- Accurately measure customer perception/satisfaction so as to enable us to give the customers what they want.
- Taking all reasonably practical steps to control discharges of any dust, fume, liquor or other substance produced by its processes and emitted to air, land or water.
- Design, construct, install, operate and maintain all plant and equipment so as to ensure that it will operate within designed performance specifications and in conformity with or exceeding national/International standards for any emissions, waste or noise.
- Carefully monitoring and controlling the amount of “scrap” and other wastage, notably Zinc, wire, chemicals and other consumables.
- Giving full commitment to the Energy Policy and Energy Management System.
- Maintaining good housekeeping throughout the group.

**This policy requires the full co-operation of all employees who should:**

- familiarise themselves and comply with the quality and environmental procedures in operation
- bring to the attention of the relevant Manager any opportunities to improve our environmental or quality performance.

Joseph Ash Galvanizing operates a Quality & Environmental Management System in accordance with the requirements of BS EN ISO 9001:2000 and relevant environmental legislation.

Approved By	Job Title	Date	Signature
S. Hopkins	Managing Director	18 July 06	